

**Technical Support for Procurement and Project Management
and Private Sector Participation to the Ministry of Water and
Irrigation, Water Authority of Jordan and the Jordan Valley
Authority**

Support for Economic Growth and Institutional Reform:
General Business, Trade & Investment IQC

**Aqaba Water Company:
Organization and Staffing Plan and
Accompanying Job Descriptions**

Contract No. PCE-I-00-98-00015-00
Task Order 814

Submitted by
Chemonics International Inc
September 8, 2003

TABLE OF CONTENTS

List of Figures and Tables

Acronyms

Executive Summary	1
SECTION I INTRODUCTION	4
SECTION II EVALUATION OF MANAGEMENT STRUCTURES	5
SECTION III ORGANIZATION DESIGN	7
3.1 Immediate Needs	7
3.2 Near-Term Needs	9
3.3 Organization Structure	10
SECTION IV FUNCTIONAL DESCRIPTIONS	15
4.1 General Manager's Office	15
4.2 Projects Center	16
4.3 Water Quality Center	17
4.4 Technical Manager/Deputy General Manager	19
4.5 Quwayra Division	19
4.6 Water Division	21
4.7 Wastewater Division	22
4.8 Maintenance Division	24
4.9 Customer Service Division	25
4.10 Finance and Administration Division	30
SECTION V PRELIMINARY STAFF BALANCES ANALYSIS	37
5.1 Professional Job Group	37
5.2 Skilled Technical Job Group	38
5.3 Clerical Job Group	38
5.4 Semi-Skilled Job Group	38
5.5 Unskilled Job Group	39
SECTION VI WAJ AQABA-AWC HUMAN RESOURCE TRANSITION	49
6.1 Selection	49
6.2 Recruitment	51
6.3 Administration	52
ANNEX A Summary Qualifications for Priority Recruitments	53

LIST OF FIGURES AND TABLES

FIGURES

Figure 3.1	WAJ Aqaba Organization Chart	8
Figure 3.2	Proposed Aqaba Water Company Organization	13
Figure 4.1	Organization and Staffing of the General Manager's Office	15
Figure 4.2	Projects Center Organization and Staffing	17
Figure 4.3	Water Quality Center Organization and Staffing	18
Figure 4.4	Quwayra Division Organization and Staffing	21
Figure 4.5	Water Division Organization and Staffing	21
Figure 4.6	Water Division: Staff Locations	21
Figure 4.7	Wastewater Division Organization and Staffing	23
Figure 4.8	Maintenance Division Organization and Staffing	24
Figure 4.9	Customer Service Division Organization and Staffing	29
Figure 4.10	Finance and Administration Division Organization and Staffing	32
Figure 6.1	WAJ Aqaba – AWC Human Resources Transition Milestones	50

TABLES

Table 3.1	Main Organizational Units and their Responsibilities	14
Table 4.1	Staffing, by Organization Unit	33
Table 5.1	Staffing Balances, by Job Group	37
Table 5.2	Position Classification	39
Table 5.3	Distribution of Job Groups by Organizational Unit	43
Table 5.4	Current WAJ Aqaba Staffing	47

ACRONYMS

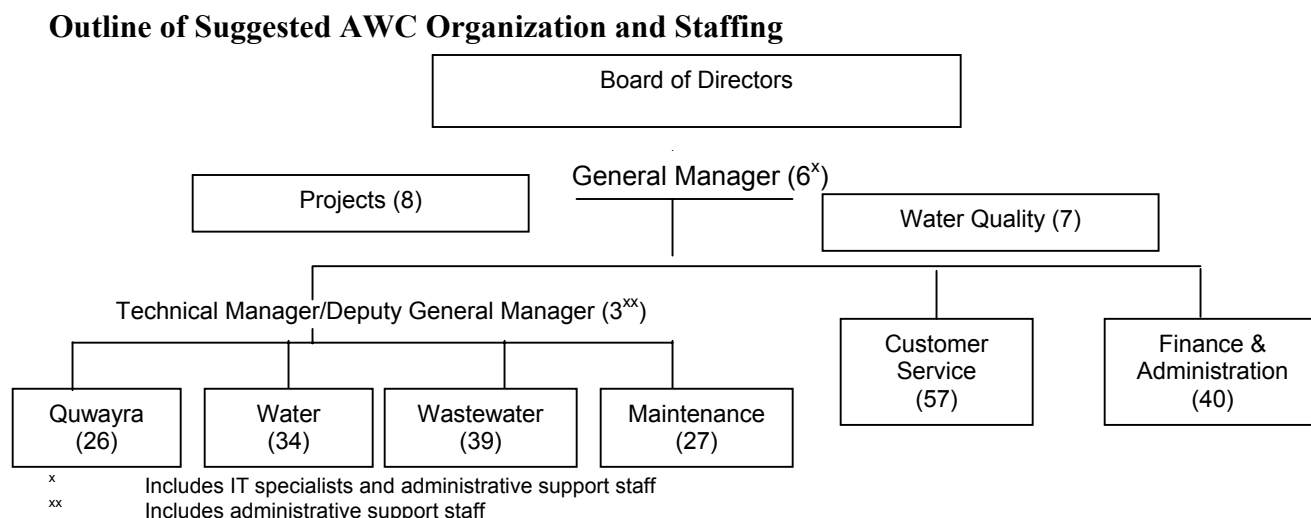
ASEZA	Aqaba Special Economic Zone Authority
ASG	Assistant Secretary General
AWC	Aqaba Water Company
CIS	Customer Information System
CSR	Customer Service Representative
FAS	Financial and Administrative Systems Project
GIS	Geographic Information System
GOJ	Government of Jordan
GTZ	Gesellschaft für Technische Zusammenarbeit
HQ	Headquarter
HRD	Human Resources Development
IT	Information Technology
MMS	Maintenance Management System
MWI	Ministry of Water and Irrigation
NARUC	National Association of Regulatory Utility Commissioners
O&M	Operations and Maintenance
OMS	Operations Management Support Project
PFR	Prefeasibility Report
PMU	Project Management Unit
PSP	Private Sector Participation
R&R	Rehabilitation and Renewal
SCADA	Supervisory Control and Data Acquisition
TOR	Terms of Reference
UFW	Unaccounted-For Water
WAJ	Water Authority of Jordan
WWTP	Wastewater Treatment Plant

EXECUTIVE SUMMARY

This report presents an organization and staffing plan for the new Aqaba Water Company. The report is the product of extensive review and discussion with Water Authority of Jordan Headquarters and WAJ Aqaba officials of a first draft prepared by TAPS in March 2003.¹ It is expected that the transition from current to proposed staff size and composition would occur over the years of 2004 to 2006. It is anticipated that the 2006 staffing pattern would remain applicable for several years thereafter.

In gross structural terms, WAJ Aqaba is currently organized into five divisions: rural area service, city water service, wastewater service, customer service, and finance/administration, all of which seem appropriate for WAJ Aqaba's current functions. However, field investigations reveal several problems with this current structure. First, the formal structure does not reflect the actual distribution of functions and responsibilities. Second, certain functions, particularly in the area of finance and administration, have not been fully developed, reflecting the centralization of these functions in the larger WAJ organization. In addition, near-term challenges including the Operation and Maintenance (O&M) of new wastewater treatment and reuse facilities, and the decentralization of capital works responsibilities, call for organization and staffing adjustments and adaptations.

The proposed organizational structure of AWC builds upon the current structure of WAJ-Aqaba. In the proposed organizational structure, the wastewater division is expanded, a specialized maintenance division is introduced, the finance/administration division is reorganized and strengthened, and new departments for engineering evaluation and planning, and water quality are established. The four operating divisions are brought under a Technical Manager/Deputy General Manager. The main elements of the suggested structure are illustrated in the following chart, together with their 2006 staffing levels.



¹ Chemonics International, *Proposed Organization and Staffing of the Aqaba Water Company: Strategies and Plans*, Technical Support for Procurement and Project Management and Private Sector Participation to the Ministry of Water and Irrigation, Water Authority of Jordan, and the Jordan Valley Authority, March 2003

The report presents a position classification scheme comprised of nine job groups and compares actual versus required numbers in each group. Results are summarized in the table below, in which a negative number in the “Balances” column indicates shortage of staff and a positive number indicates excess.

Summary of Staff Balances

Job Group	Planned	Actual	Balances
Managers	8	5	-3
Specialists	12	7	-5
Supervisors	14	7	-7
Craftsmen	36	32	-4
Operators	20	19	-1
Technicians	29	11	-18
Clerical	35	43	+8
Semi-Skilled	54	46	-8
Unskilled	39	88	+49
Totals	247	258	

The preliminary assessment aims only to identify gross staffing imbalances. Appraisal of each current WAJ Aqaba employee is necessary to determine actual staffing requirements throughout the organization. The preliminary analysis indicates shortages in all three Professional Groups (Managers, Specialists, and Supervisors), as well as in the Technician and Semi-Skilled Groups.

Detailed appraisal and training needs assessment prior to and during the Transition Period should make particular efforts to identify the potentials for rapid graduation of Unskilled workers to Semi-Skilled positions and of the best of the current Semi-Skilled workers to Technician positions. USAID-provided O&M assistance in first year O&M of the wastewater system provides an important opportunity for on-the-job training to supplement classroom training, as well as visits to plants outside Aqaba which WAJ may be able to accommodate. Also vital to AWC is the need to operate Supervisory Control and Data Acquisition (SCADA) Technology and to integrate the technology into the organization of maintenance and repair work. Finally, WAJ may be able to provide training in mechanical and electrical maintenance and repair. These strategies can assist in preventing an imminent shortage of technicians, but as the Semi-Skilled group is already insufficient, new Technician recruitment may also be necessary. Outsourcing of Wastewater Treatment Plant (WWTP) O&M and or maintenance in general is another option.

Key managerial appointments include the General Manager and the Finance and Administration Manager. As many as ten Specialists and Supervisors may need to be recruited, particularly those with expertise in finance, administration, engineering, and water quality functions. TAPS recommends that six positions be recruited soon after the Execution Date:

- General Manager.
- Finance and Administration Manager.
- Accounting/MIS Supervisor.
- Purchasing and Stores Supervisor.
- Human Resources Specialist.
- Database Administrator.

Recruitment of remaining Specialist and Supervisory positions can be deferred until the completion of the Transition Period if the board so decides.

TAPS is preparing job descriptions to assist WAJ in staff appraisal, job evaluation, recruitment, and training needs assessment; TAPS can also prepare guidelines on these processes. The labor-intensive work of staff appraisal, job evaluation, and training needs assessment can be assigned to a committee or set of committees composed of WAJ HQ and WAJ Aqaba professionals. In terms of employment policies, Jordanian labor law covers several of the topics listed in the Assignment Agreement relative to employer/employee rights and duties. The AWC board should focus its personnel policy formulation energies on strategies to attract, retain, and motivate qualified employees. Suggested strategies for retaining professionals include profiling for individuals who have personal interest in long-term residence in Aqaba, and for young graduates who seek professional satisfaction from the opportunity to work in a small but technologically advanced water/environmental management organization.

SECTION I

INTRODUCTION

Activity of Aqaba utility operations under the new Aqaba Water Company (AWC) is expected to commence January 2004. A schedule of key legal and institutional benchmarks for Company formation was established in Section 9 of the TAPS Aqaba Water Company Prefeasibility Report (PFR) 2. In addition to these benchmarks, a list of capacity-building requirements was set out in PFR Section 7.4 covering:

- Development of O&M systems and procedures.
- Development of customer service systems and procedures.
- Design and installation of financial management system.
- Design and installation of human resource management system.
- Development of a five-year AWC business plan.

The purpose of the present report is to initiate the design of the AWC human resource management system, beginning with organizational and staffing requirements. Section Two reviews and updates the findings of the PFR regarding the structure and functioning of the Board of Directors. Section Three outlines an organizational design responsive to AWC's priority near-term objectives of financial and administrative decentralization, water loss reduction, effective maintenance, and management of a greatly expanded wastewater system. Section Four provides functional descriptions for each of the principal units in the proposed organization structure and their staffing patterns. Section Five presents a preliminary comparison of the current WAJ Aqaba and suggested AWC staffing patterns to identify areas of imbalance at the job group level. Section Six sets out next steps for human resource related elements of the WAJ Aqaba – AWC organizational transition.

It is important to note that the staffing levels presented in the plan assume that the company will perform most operational functions in-house. A function which AWC's board may wish to consider outsourcing include O&M of the new wastewater treatment plant - a promising candidate for outsourcing in view of current WAJ Aqaba staff shortages in the skilled technical job group, as discussed below.

² Chemonics International, *Aqaba Water Company Prefeasibility Report*, Technical Support for Procurement and Project Management and Private Sector Participation to the Ministry of Water and Irrigation, Water Authority of Jordan and the Jordan Valley Authority, January, 2003.

SECTION II

EVALUATION OF MANAGEMENT STRUCTURES

WAJ Aqaba management structures were reviewed in the TAPS Aqaba Water Company Prefeasibility Report. The principal management-structural flaw is the centralization of the WAJ organization, in which WAJ Aqaba is merely a field office which operates and maintains the water and wastewater systems and performs billing and collection tasks. WAJ Aqaba retains no revenues, and all but a tiny fraction of WAJ Aqaba expenditure is controlled at WAJ HQ. WAJ Aqaba is also dependent on WAJ HQ for technical services such as projects and capital repair.

Despite the operational difficulties and lack of incentive posed by centralized management, WAJ Aqaba performs well by many relevant performance indicators such as collection efficiency, UFW reduction, and unit cost. The good performance results from three factors:

- The diligence and competence of WAJ Aqaba top management (the Assistant Secretary General and his four line managers).
- Procurement, training, and technical assistance in network maintenance management and computerized billing provided through the GTZ TMS Project until March 2001.
- A favorable market situation of low water supply and wastewater treatment costs plus a large proportion of high-volume users paying non-domestic tariff rates.

The engineering and financial analyses in the PFR showed that the utility's years of low O&M cost have already passed. In water supply, MWI/WAJ plans to charge JD 0.25/m³ of water pumped from the utility's main water source in the Disi Wellfields. In wastewater, a complex water reclamation facility designed to provide both secondary and tertiary removal is planned for operation by late 2004 or early 2005. This has been updated in light of the MOU, please refer to AWC CC Meeting # 7 Notes.

The utility therefore faces sharp labor, electricity, and bulk water cost increases. The PFR concluded that the operational and financial challenges call for decentralized management following best commercial practices, and recommended establishment of a limited liability company under the ownership of WAJ and other government shareowners such as ASEZA.

Best practices in corporate governance were also reviewed in the PFR (PFR Section 7.3). These include:

- Separation of ownership and management functions.
- Separation of ownership and regulatory functions.
- Company exposure to market forces.
- Firm company property rights.

The composition of the board of directors was noted as critical to proper governance. As key stakeholders, MWI, WAJ, and ASEZA would be represented.

TAPS recommends that the AWC general manager also be included on the board of directors. Although some theorists of corporate governance posit that the accountability of the executive management to the board is compromised if members of the executive management are included on the board, others argue that the benefits of practical experience with day-to-day utility

activities, constraints, and opportunities which the general manager can bring to the board's deliberations outweigh this risk.

It is understood that the board will have a membership of seven, in keeping with experience in other GOJ public utility corporatizations. Although TAPS originally recommended that private sector experts in utility engineering, finance, and management from the hold seats, based on the MOU, the present structure of the Board includes four members from MWI/WAJ including the Chairman of the Board, two from ASEZA, and one from the Ministry of finance.

SECTION III

ORGANIZATION DESIGN

The current WAJ Aqaba organization is shown in Figure 3.1. TAPS advisors believe that the basic structure, i.e., the four directorates plus the Quwayra office, is a sensible one and that our structure for the medium-term organization builds well upon it.

The principal weaknesses of the current WAJ Aqaba organization are: imbalances in workload and shortages of qualified staff. These factors relate to one another as imbalances in workload are the result of *ad hoc* assignments of responsibilities to persons with relevant skills regardless of whether the responsibility matches the formal position. Beyond this, staffing shortages are an issue and the WAJ Aqaba Administrator has observed that several of the “sections” shown in the organization chart are inappropriately staffed or in some cases not staffed at all.

Our principal organizational recommendations respond to current weaknesses and near-term challenges posed by requirements for management and operation of new facilities, systems and programs.

❖ 3.1 Immediate Needs

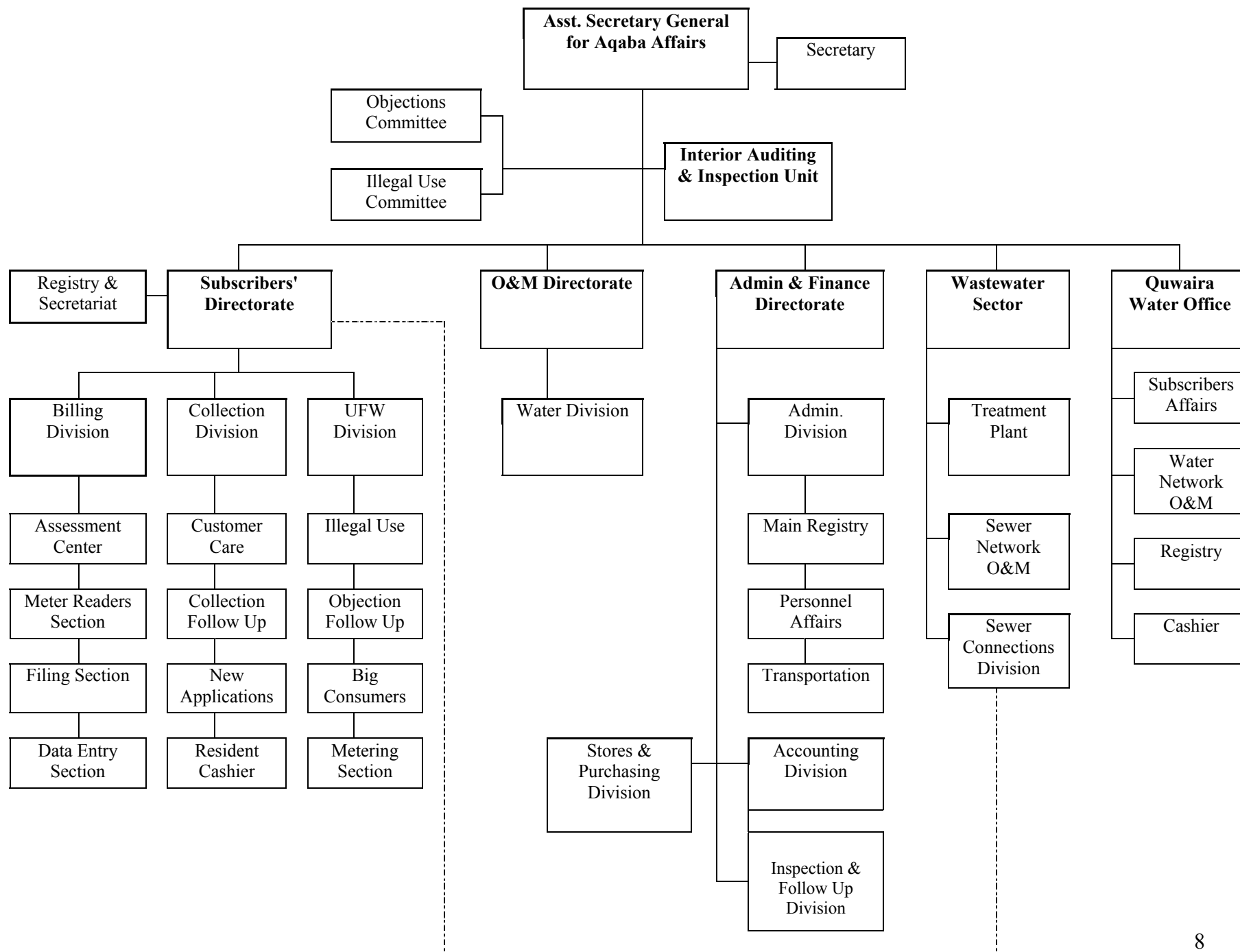
Institute an engineering planning and control function.

With corporatization, the AWC utility will become responsible for investment planning and project implementation, a responsibility formerly performed by WAJ HQ. As expansion of the wastewater system is being funded by USAID, the major focus of the utility’s capital improvement efforts for the next several years is likely to be the water distribution network. The Geographic Information System (GIS) is central to the process of identifying the parts of the network which are hydraulically or structurally flawed, so the GIS will constitute the core of a new “Projects Center,” which will also include specialists in preparation and evaluation of engineering terms of reference and procurement specifications. The GIS will also be used to assist the O&M divisions in planning and monitoring network maintenance tasks.

Upgrade and expand the Finance and Administration Directorate.

The PFR noted that WAJ Aqaba has no accounting, purchasing, or human resource management responsibilities, though it has administrative responsibilities for storekeeping and fleet management. AWC will be financially and administratively autonomous, in addition to being responsible for all specialized technical services. We are recommending that a professional Finance and Administration Division be established, with four departments:

- Accounting/Management Information Systems
- Purchasing and Stores
- Office Services
- Human Resources



Provide information technology support services.

AWC should be able to provide information technology support services for systems integration and software revision, as well as network administration, data security, and Information Technologies (IT) maintenance and training. As noted in PFR Section 7.2, the GTZ TMS Project provided WAJ Aqaba with a Geographic Information system, a Maintenance Management System (for the networks only i.e., not for mechanical and electrical works), and a computerized billing system. Supervisory Control and Data Acquisition (SCADA) Systems are being provided by USAID to enable “remote” control of wastewater pumping and treatment operations as well as for Disi pumping and transmission operations, and it is expected that AWC will install SCADA to control of rural sourceworks. Under a WAJ-wide initiative, a comprehensive Oracle-based financial management program is being installed in WAJ Aqaba. Needs will arise for integration of all the utility’s systems as well as customizing applications to reflect AWC’s accounting, billing, or personnel codes.

❖ 3.2 Near-Term Needs

With major wastewater system expansion works under construction, AWC faces the challenge of managing an environmentally important and nationally unique *water reclamation* system. The current wastewater stabilization pond, which is virtually O&M-free but only capable of handling some 25 percent of the current demand for wastewater disposal, will become only one component in a wastewater treatment and reuse system which includes mechanical and biological treatment at one end, and treated effluent pumping and distribution at the other. Effective reuse is a key element of Jordan’s water management strategy, so the Aqaba water reclamation facility will attract great policy and regulatory interest. Moreover, reuse sales can partly offset increased wastewater pumping and treatment costs. Maintaining regular and reliable flow rates throughout the city’s water and wastewater systems is an important condition for the financial and environmental success of the facility.

Three organizational improvements are needed to sustain this major expansion in responsibility:

Strengthen the O&M of the wastewater pump stations.

Problems in the operation of the pump stations were noted in PFR Section 4.1. A maintenance management system and program for the pumps is recommended. Sewer maintenance/repair needs will increase as the collection system expands in response to the new treatment capacity. Needs for structural renewal and replacement (R&R) should be combined with hydraulic analyses conducted with the aid of the GIS to develop a medium-term R&R program with the aim of stabilizing flow rates and minimizing back-ups.

Manage a water reclamation system.

The importance and dimensions of this function have been reviewed above. USAID typically provides financing for one or two years of operation of new facilities, but it is important that AWC provide complementary personnel. Moreover, it is much to AWC’s advantage to make managerial, supervisory, specialist, and technical personnel available to benefit from on-job experience. It is in fact recommended that AWC staff be present on site during the later stages of construction to observe the plant’s construction.

The novelty, visibility, and financial importance of the water reclamation facility make it a prime candidate for contract operation through management contract or lease.

Strengthen the water quality control function.

At present, WAJ Aqaba performs basic chemical and bacteriological tests on drinking water and pond effluent. When the water reclamation facility launches operation, the utility will need to monitor a wastewater treatment process involving several stages. In addition, expansion of the collection system will result in increased demand for sewer connections by industries on the South Coast; the utility will need to be able to monitor the discharges of these users to assure that these wastes do not damage the sewers or affect the biological treatment processes at the wastewater plant. For these reasons, the organizational design recommends the establishment of a special Water Quality Control Unit.

❖ 3.3 Organization Structure

The recommended organization structure is shown on Figure 3.2. Functions and staffing of the Divisions are outlined in Table 3.1.

The six divisions carry out most of the day-to-day activities of the organization. The four divisions responsible for operation and maintenance of the utility's water and wastewater facilities report to a Technical Manager (TM), who reports to the General Manager (GM). The TM position is intended to remove the burden of day-to-day facility operations management from the GM and to keep the number of positions reporting to the GM within reason. The TM will serve as Deputy General Manager.

Readers familiar with the first draft of the AWC staffing plan will notice that a specialized maintenance division responsible for preventive mechanical and electrical works and vehicle maintenance has been added to the O&M organization. For proper cost accounting, it will be necessary for the utility's work order, purchasing, and timesheet systems to enable the allocation of Maintenance Division costs to the appropriate cost centers.

It should be noted that the structure of the Wastewater Division and the Maintenance Division differs somewhat from that of the other divisions. In typical divisions, the majority of the staff is grouped into departments and report to a department head, usually a person of the "Supervisor" job class. The Wastewater Division and the Maintenance Division each have a subordinate department, but many of the division staff work directly under the division manager who thus plays a role which is both managerial and supervisory. The reason for this type of structure is that there was no economic or technical justification for establishing an intermediary supervisory position for the functions in question, but these divisions could not be subordinated as departments to other divisions.

A significant change from the first draft is that all activities concerning drinking water connections have been shifted from the Water Division to the Customer Service Division. This was done at the recommendation of the WAJ Aqaba Administrator in the interest of consolidating responsibility for all aspects of customer affairs under a single division.

The "Rural Division" of the first draft has been renamed "Quwayra Division" for the sake of clarity, since this division will be responsible for the O&M of local water supply source works and networks only in the Quwayra district of the Aqaba Governorate and not in the other rural district, Wadi Araba. Readers unfamiliar with the geography of the Governorate should understand that there are no road connections between Quwayra and Wadi Araba; hence there is no logistical benefit to serving the Wadi Araba villages from the Quwayra Division center. Nor is

the Wadi Araba demand, presently only 600 customers, sufficient enough to establish a formal Wadi Araba division, though a mobile maintenance team will be posted to one of the villages in the district, most likely in Risha Village. Wadi Araba services will be managed by the main Water Division.

The Quwayra Division's day to day meter reading and collection activities will fall under the administrative control of the Quwayra Division manager, but these activities are technically dependent on the computerized billing system in Aqaba, and Quwayra customer services will follow the policies and procedures of the main Customer Services Division and be subject to its technical supervision.

The Aqaba water division will manage the main Disi Wellfield pumping and storage operations. Although the Wellfield is physically located in Quwayra district, it supplies Aqaba City only.

A final note regarding O&M is that the staffing plan assumes that all AWC water and wastewater facilities will be outfitted for SCADA-based remote telemetric monitoring and control. USAID-funded capital improvements include SCADA systems for the wastewater treatment and pumping facilities, the city distribution network, and the Disi-Aqaba pumping and transmission system. A small investment by AWC in SCADA systems for the rural water sourceworks would be more economical than three-shift staffing for all 18 small sourceworks.³ Customer cash collections by the Customer Service Division and the Quwayra Customer Service Department will be rendered daily to the Finance and Administration Division.

The plan assumes that the utility will provide 24-hour emergency service response to all city customers. The Customer Service Division's Customer Relations Department will be staffed to receive and route service calls continuously. Supervisory responsibility for the evening and night shifts will rotate on a daily or weekly basis among the four main O&M managers—the Technical Manager, the Water Division Manager, the Wastewater Division Manager, and the Maintenance Division Manager.

Remaining features and assumptions in the plan may be noted in brief:

- A formal internal auditing function is not provided. The company will have an external auditor responsible for auditing compliance with standard accounting definitions, procedures, and controls. Some internal auditing functions over stores and billing have been included in the responsibilities of the Accounting Department. Control over operational performance is a standard managerial responsibility, and adequate provision for operational performance monitoring is provided in the management hierarchy and the various information systems of the utility.

³ An interesting and successful experiment in community participation was reported from Grigra Village, the most remote of the Wadi Araba villages. WAJ Aqaba has developed a "contract" with the local community association whereby the community operates and maintains the village sourceworks and networks with training, technical support, and technical supervision from WAJ Aqaba. In return, the village is exempted from paying user charges to WAJ Aqaba. Since rural water supply revenues barely cover the utility's O&M and customer service costs, the arrangement is considered a win-win situation by both parties. Similar community organizations are reported not to exist or not to have the same level of maturity in other villages of the Governorate.

- It has been assumed that most O&M personnel will do their own work-related driving using Company vehicles. A driver has been included in the Quwayra Division Customer Service Department to accompany the person carrying Quwayra cash receipts to Aqaba. A pool of drivers will be available on call in the Office Services Department of the Finance and Administration Division.
- Guards are assigned to the main office building and the main and meter stores. Most other facilities are expected to be staffed on a 24 hours, seven days a week basis. The guards are shown under the Office Services Department in the Finance & Administration Division.

Finally, it should be noted that the apparently high level of Finance & Administration Division staffing (40 persons) reflects the fact that pools of janitors, guards, drivers, and office boys are administratively “housed” in that division. “Core” finance and administrative staff account for 24 persons, approximately 10 percent of the total suggested Company staffing.

Figure 3.2 Proposed Aqaba Water Company Organization

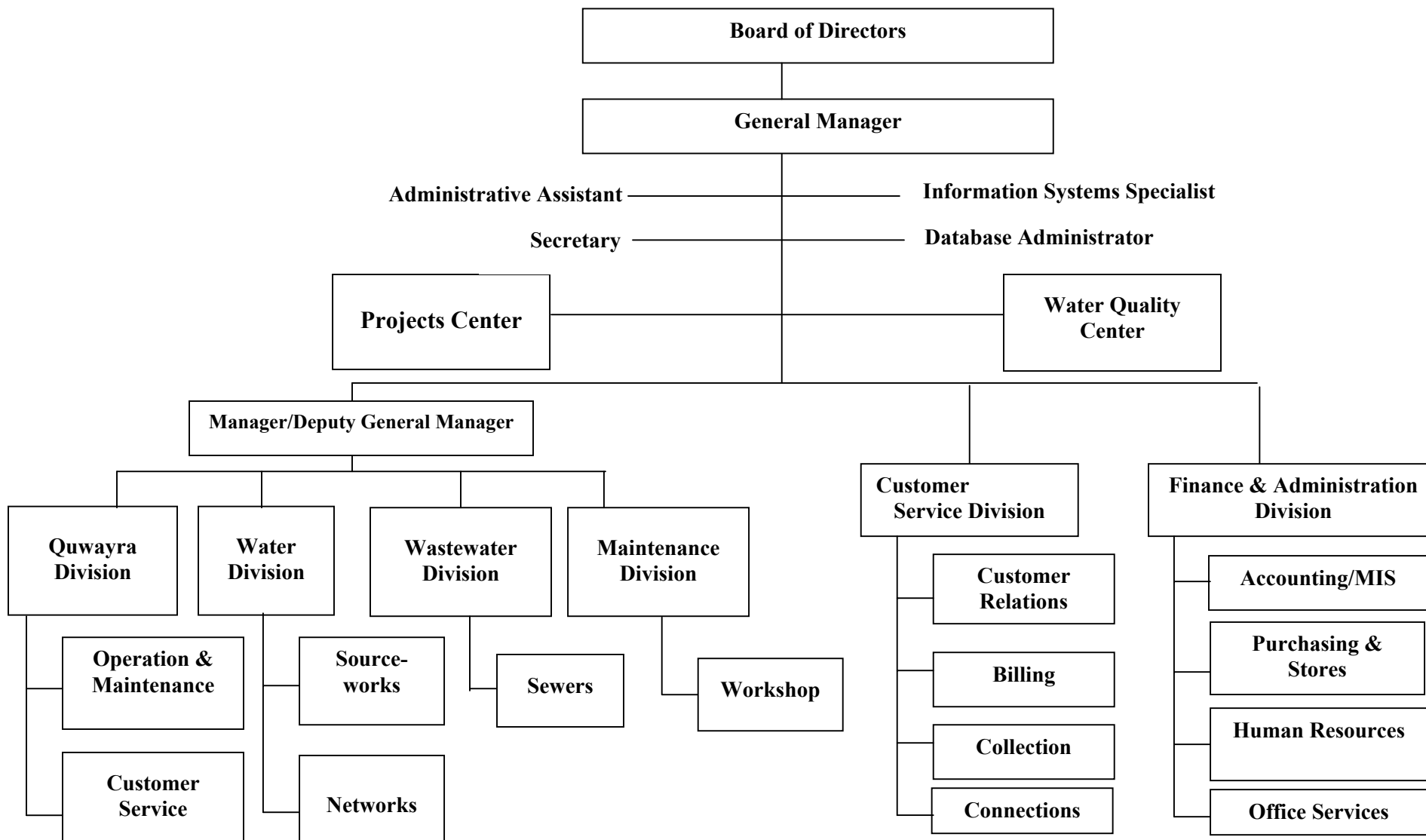


Table 3.1 Main Organizational Units and their Responsibilities

Unit	Functions	Total Staff
PROJECTS CENTER	<ul style="list-style-type: none"> • Monitors distribution and collection system flows • Evaluates hydraulic and structural conditions of networks • Prepares TORs for design and construction services • Oversees engineering design and construction services 	8
WATER QUALITY CENTER	<ul style="list-style-type: none"> • Monitors quality of significant inflows and outflows • Evaluates the effectiveness of treatment processes • Plans sale or disposal of treatment residuals 	7
QUWAYRA DIVISION	<ul style="list-style-type: none"> • Operates Quwayra local water stations • Maintains distribution systems • Accounts for, bills, and collects Quwayra water sales • Implements new water connections 	26
WATER DIVISION	<ul style="list-style-type: none"> • Controls and maintains the main Disi-Aqaba transmission system • Maintains Aqaba city and Wadi Araba water distribution systems 	34
WASTEWATER DIVISION	<ul style="list-style-type: none"> • Drains and transports wastewater • Inspects new sewer connections • Treats collected wastewater • Distributes or disposes of treated effluent 	39
MAINTENANCE DIVISION	<ul style="list-style-type: none"> • Plans and implements preventive maintenance programs for mechanical and electrical machinery, equipment, and vehicles in all locations • Assists operating divisions in specialized repairs 	27
CUSTOMER SERVICE DIVISION	<ul style="list-style-type: none"> • Accounts for water and sewer service sales • Issues bills and collects payments • Implements water connections, disconnections, reconnections • Serves as principal point of contact with utility customers 	57
FINANCE AND ADMINISTRATION DIVISION	<ul style="list-style-type: none"> • Coordinates budget processes and implements budget controls • Maintains financial and cost accounts • Manages purchases and issues payments, including payroll • Provides office services • Coordinates planning and implementation of HRD programs 	40

SECTION IV

FUNCTIONAL DESCRIPTIONS

This section presents the responsibilities of each of the ten principal organization units which comprise the suggested AWC structure, discusses the internal structure of the units, and reviews staffing assumptions and norms. Detailed staffing tables for all units are provided in Table 4.1 at the end of the section.

❖ 4.1 General Manager's Office

The General Manager's Office assists the General Manager in his/her roles in strategic planning, management, and control. The organization and staffing of the General Manager's Office is shown in Figure 4.1.

Figure 4.1 Organization and Staffing of the General Manager's Office

Board of Directors	
General Manager 1	
Administrative Assistant	1
Secretary	1
Information Systems Specialist	1
Database Administrator	1
Driver	1

General Manager

The role of the General Manager is:

- Ensure that the Company achieves its fundamental objective of providing safe and continuous potable water supply and wastewater disposal services throughout its service area as efficiently as possible.
- Oversee the planning, management, monitoring and control of the Company, ensuring that it conforms to the guidelines laid down by the Board and external regulatory bodies, and maintain effective technical and financial control.
- Report to the Board and other authorities concerned with the performance and progress of the company.

Administrative Assistant

- Arrange the schedule of Board meetings, and coordinate the preparation of Board papers by Directors.

- Maintain files of board agendas, minutes, and decisions, and maintain an “action file” on all Board inquiries and recommended actions.
- Coordinate the production and distribution of the Annual Report.
- Provide editing and quality control of Company publications and reports and manage document preparation and reproduction.

Secretary

- Maintain the General Manager’s agenda and arranges the GM’s logistical needs.
- Provide typing, filing, and other secretarial duties for the GM.

Information Systems Specialist

- Ensure operation and maintenance of the Company’s computer hardware and networks.
- Prepare specifications for computer hardware purchases.
- Provide troubleshooting and training on Company computer systems and operation.

Database Administrator

- Continuously enhance the level of integration and capacity for data exchange among the company’s systems (GIS, MMS, billing, etc.).
- Edit off-the-shelf software applications for conformity to the Company’s accounting, revenue, organizational, and personnel classifications and codes.
- Ensure safety and security of company databases.
- Troubleshoot and maintain software applications, and upgrade the skills of users.

❖ 4.2 Projects Center

The Projects Center is responsible for 1) regular evaluation of the hydraulic and structural performance of the water distribution and wastewater collection networks, 2) technical assistance to the operating divisions in planning systematic preventive network maintenance programs, and 3) planning and managing the utility’s capital improvement programs and projects.

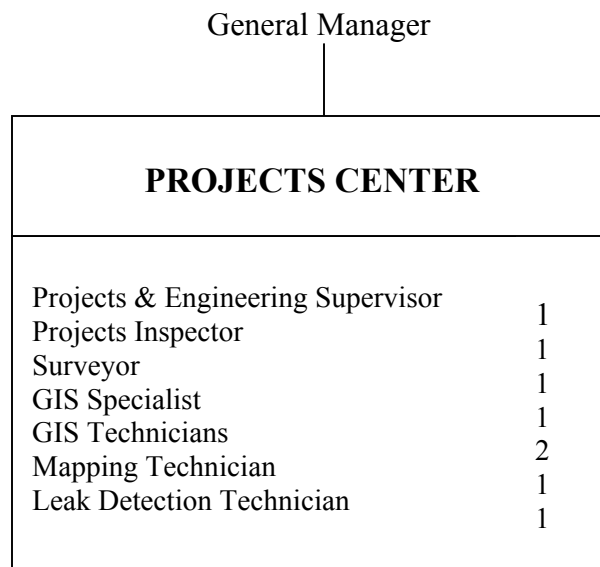
The Projects Center is required to:

- Assist the Water and Wastewater Divisions in the assessment of needs for capital improvements, extension and rehabilitation works and in the preparation of Terms of Reference for engineering design and construction management services.
- Prepare technical specifications and design drawings for small works.
- Provide quality assurance over the work of design and construction contractors.
- Develop standards for water and sewer system maps, collect existing drawings from the divisions, and return them to the divisions with requirements for additional data.
- Enter as-built drawings into the GIS base maps.
- Identify points for installation of flow meters.
- Maintain and expand GIS capacities to capture and make use of data on the hydraulic and structural conditions of the distribution and collection systems through developing overlays on locations of leakage, pipe breaks, water quality problems, pressure problems, water consumption by distribution zone, collection system flows by pump station command area, etc.

- Plan and implement a systematic, proactive leak detection program and issue leak repair work orders to the appropriate Division.
- Assist the Customer Service Division to optimize meter reading and billing routes.

The Projects Center is headed by an Engineering and Projects Supervisor capable of preparing good technical specifications and responsible for 1) design and construction management of small rehabilitation and renewal projects, and 2) the procurement and management of engineering design and construction supervision services for large projects. A Projects Inspector is responsible for construction and inspection of new projects and assisted as appropriate by engineers and supervisors from the operations divisions. A GIS group provides information with which the utility identifies cost-effective network rehabilitation and upgrading projects, as well as information to support demand forecasting and network maintenance programming.

Figure 4.2 Projects Center Organization and Staffing



❖ 4.3 Water Quality Center

The Water Quality Center is responsible for regular sampling and testing of all significant water inflows and outflows of the drinking water and water reclamation systems.

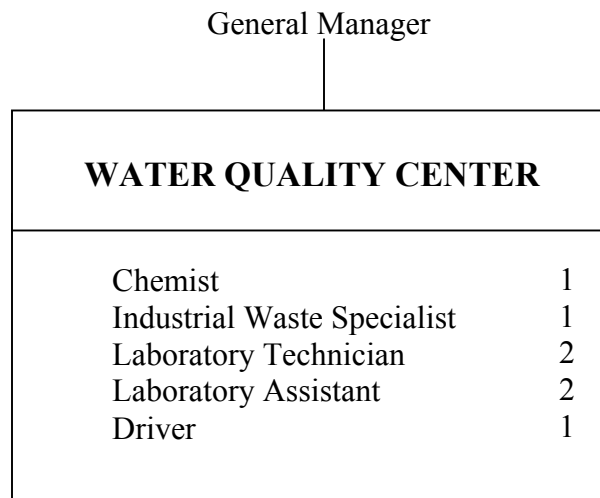
The Water Quality Center is required to:

- Assemble and maintain an up-to-date collection of international, national, and local water quality standards applicable to raw water sources, drinking water supply, wastewater treatment and disposal, reuse, and industrial wastewater discharge permitting.
- Define the frequencies for sampling of various water facilities and sources, the required analytical parameters and methods, and the sampling points.

- Prepare plans and budgets for the utility's water quality monitoring programs, including the preparation of TORs for sampling and analysis programs to be contracted out.
- Review and approve all requests for sewer connections by industrial users.
- Review, approve, and monitor implementation of industrial pretreatment compliance plans.
- Report instances of substandard water quality to the GM, and conduct follow-up investigations as requested.
- Investigate sources of contamination or pollution of local water sources, and recommend remedies to the GM.
- Prepare regular reports on drinking, effluent, and reuse water quality.
- Periodically review treatment process control data, and recommend improvements in reporting and/or process control.
- Advise the Wastewater Division on the zoning and allocation of reuse water supplies and effluent disposal.
- Advise the GM on public health requirements regarding public access to reuse and disposal sites.

The Center is headed by a Chemist who must be knowledgeable of GOJ standards and regulations for drinking water and wastewater treatment, reuse, and disposal as well as standard methods for sampling and testing. An Industrial Waste Specialist will plan and manage an industrial wastewater monitoring program to ensure that industries which discharge pollutants which can damage sewers or negatively impact biological treatment processes take appropriate remedial measures as a precondition of access to the utility's sewers. A team of lab technicians and assistants supports the Chemist and the Industrial Waste Specialist.

Figure 4.3 Water Quality Center Organization and Staffing



❖ 4.4 Technical Manager/Deputy General Manager

As noted above, a Technical Manager position is recommended in order to enable the General Manager to focus on:

- Overseeing the formulation of procedures and systems to implement Board policy and business plan objectives.
- Integration of the Company's information systems and application.
- Integration of new financial and administrative systems into company activities.

The Technical Manager will be responsible for overall planning, coordination, and control of activities in the Quwayra, Water, Wastewater, and Maintenance Divisions. The Technical Manager will serve as deputy general manager, subject to such authority limits as may be set by the Board.

The responsibilities of the Technical Manager are to:

- Develop policies and standards for O&M and communicate them to O&M managers and supervisors.
- Assess the performance of the O&M divisions against targets and initiate actions to remedy shortcomings.
- Reallocate staff on a temporary basis in response to emergencies or special circumstances.
- Approve contingency plans to cope with operations emergencies and instruct staff on emergency response policies and procedures.
- Assess occupational safety conditions and develop safety plans and programs.
- Set priorities for training of O&M personnel.
- Ensure that accurate and comprehensive O&M records are kept.

❖ 4.5 Quwayra Division

The Quwayra District of Aqaba Governorate contains approximately ten villages located along the Aqaba-Amman highway and the Rashdiya-Al Ghal road leading to Ma'an Governorate. These villages are served by ten groundwater wells and pumping stations. There are approximately 1500 subscribers, and the network is being expanded in several villages. Quwayra, the district capital, is a sizable town. WAJ Aqaba has established an office in the town to manage the district water supply operations, read meters, collect payments, and supervise new connection installations. The district office also has two water delivery tankers. Meters are supplied from WAJ Aqaba's meter store in Aqaba, and meter readings are entered and bills generated in Aqaba. Hence, the Quwayra district office operates for all day-to-day purposes as a mini-utility in its own right, albeit under the technical supervision of the main Aqaba office.

The Quwayra Division is required to:

- Operate Quwayra District rural water stations.
- Maintain Quwayra District rural distribution systems.
- Account for and collect Quwayra District water sales.
- Inspect new water connections.

The proposed division structure has an O&M department responsible for wells and distribution systems and a customer service department responsible for meter reading, collection, connections, and trucked water delivery.

Operations and Maintenance Department

The functions of the department are to:

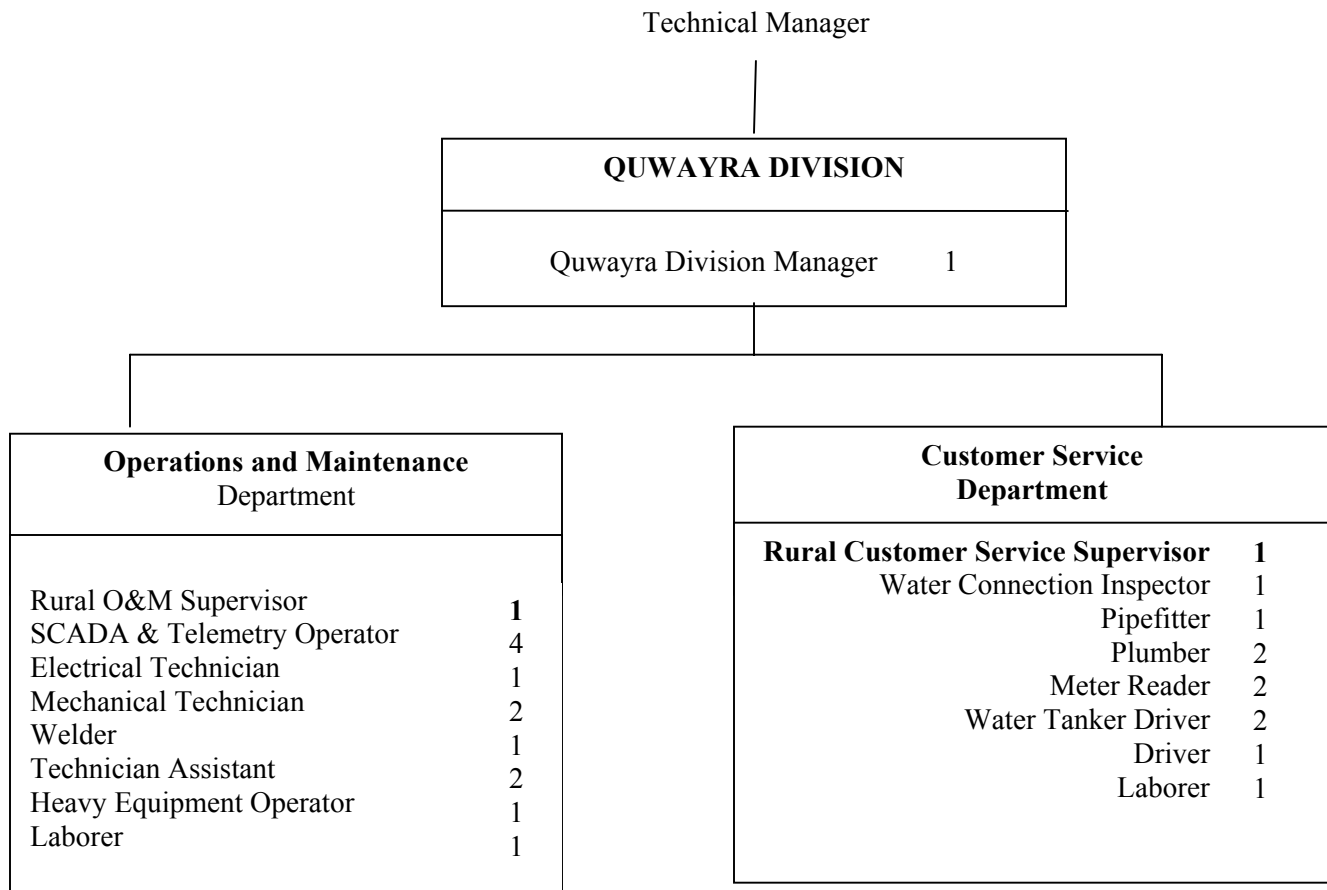
- Operate and perform routine maintenance on local public water source and treatment works.
- Repair and maintain water distribution pipelines.
- Maintain local treated water pumping and storage facilities.
- Supervise laying and rehabilitation of water mains.
- Assemble as-built drawings and maps of water pipelines, send them to the Projects Center for entry to the GIS, and respond to Projects Center requests for additional mapping detail.
- Record and report plant and zone flow meter data.
- Conduct periodic night-flow measurements.

Customer Service Department

The functions of the department are to:

- Receive and understand requests, complaints, and reports of service problems, and forward them to the appropriate department manager.
- Follow up utility response to requests and complaints.
- Approve and maintain drawings of service connections.
- Supervise new connections.
- Install and remove meters.
- Receive payments.
- Assist clients to complete applications for new connections.
- Assist customers to prepare requests for installment plans.
- Read customer meters, and report readings to the Billing Department in Aqaba.
- Deliver bills and payment warnings.
- Report problems of meter accessibility and signs of meter underperformance or sabotage to the Customer Service Division in Aqaba.
- Detect and remove illegal connections.
- Report signs of leakage.
- Receive requests for trucked water delivery, receive payments, and deliver services.

As noted above, the O&M staffing assumes that the pumping stations will be operated automatically and monitored on 24-hour basis by a SCADA system. A crew composed of technicians, laborers, and a heavy equipment operator and based in Quwayra town will be responsible for emergency repairs and regular preventive maintenance of the wells, pumps, and networks. The Customer Service Department will have meter readers/collectors, a connections team responsible for new connections approval and inspection, disconnections and reconnection, and water tanker drivers.

Figure 4.4 Quwayra Division Organizations and Staffing

❖ 4.6 Water Division

The Water Division is responsible for the operation and maintenance of Aqaba City and Wadi Araba District water supplies.

Aqaba City water supply O&M includes operation and maintenance of the Disi Wellfields and reservoirs and detection and repair of leaks and breaks in the Disi-Aqaba transmission line and the City distribution system.

Wadi Araba water supply O&M includes maintenance and repair of the wells, desalination units, and networks in the District. With only 600 customers, the Wadi Araba District does not yet have sufficient workload to justify establishing a separate division such as Quwayra's. In order to increase the Company's responsiveness to Wadi Araba customers, a fully staffed maintenance team will be stationed in Risha Village, approximately at the midpoint of the main road along which the six Wadi Araba villages are located.

A resident maintenance team will also be situated in the Disi Wellfield area to conduct maintenance and emergency repairs to the main Disi wells, pumps, and reservoirs.

The Disi wells and reservoirs, Disi-Aqaba transmission line, and Wadi Araba sourceworks will all be operated automatically and monitored by SCADA systems. Requirements for emergency transmission line repairs will be assessed by the Water Division Manager but could be implemented by maintenance teams from Aqaba, Disi, or even Quwayra, depending on the nature and location of the break.

Three shifts are proposed for city network repair. The WAJ Aqaba management reports that most breaks occur at night when consumption decreases and pressure in the network increase. MMS records indicate an average of five leakage- and breakage related repair requests per 24 hours in Aqaba City.

The main office of the Division operates the SCADA systems and allocates work among the Division's departments according to SCADA and MMS generated work orders and the requirements of the systematic valve exercising and leak detection program schedules developed in coordination with the Projects Center. The division manager (or the utility night-shift manager) is responsible for allocation of the Division's heavy equipment.

Sourceworks Department

The Sourceworks Department is required to:

- Operate and maintain Disi wells, pumps, and reservoirs.
- Maintain Wadi Araba wells, pumps, and desalination units.
- Maintain flow records.

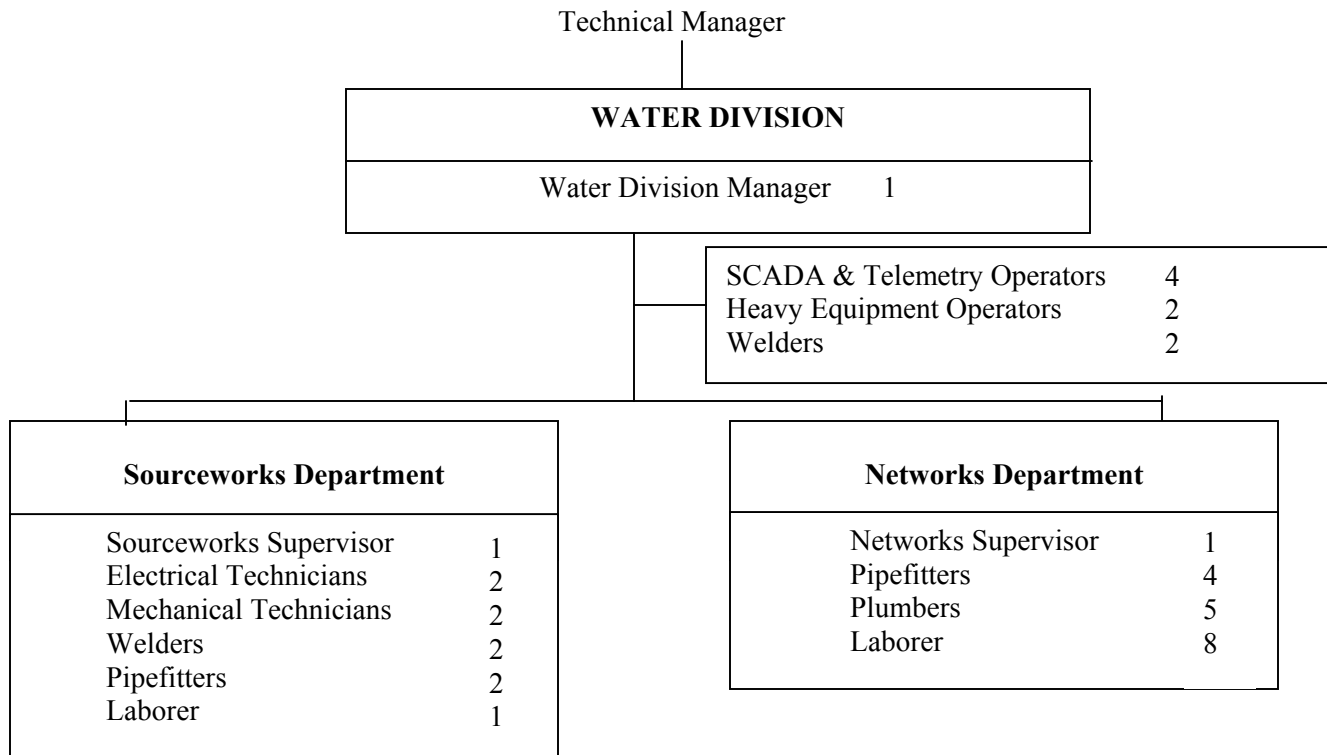
Networks Department

The Networks Department is required to:

- Repair leaks and breaks in the Aqaba City and Wadi Araba District distribution networks.
- Locate, exercise, and replace valves in the City and Wadi Araba networks.
- Report all breaks to the Projects Center.
- Carry out repairs to the Disi-Aqaba transmission line.

Figure 4.5 shows the organizational structure of the Division. Figure 4.6 shows how the same staff is positioned physically among the three locations of the Division's activities.

As in all the O&M divisions, it is expected that departments will be staffed flexibly, with the division manager reallocating staff across department boundaries as circumstances require (This is why the heavy equipment operators and some welders are placed under the division manager).

Figure 4.5 Water Division Organizations and Staffing**Figure 4.6 Water Division: Staff Locations**

Aqaba City	
Water Division Manager	1
SCADA & Telemetry Operators	4
Sourceworks Supervisor	1
Networks Supervisor	1
Heavy Equipment Operators	2
Welder	1
Pipefitters	3
Plumbers	3
Laborers	3

Wadi Araba	
Electrical Technician	1
Mechanical Technician	1
Pipefitter	1
Plumbers	2
Welder	1
Laborers	2

Disi Wellfields	
Electrical Technician	1
Mechanical Technician	1
Pipefitters	1
Welder	1
Laborers	2

❖ 4.7 Wastewater Division

The Wastewater Division's functions are to:

- Drain and transport wastewater.
- Inspect new sewer connections.
- Treat collected wastewater.
- Distribute or dispose of treated effluent.

Conventional wastewater utility organization design separates collection systems from treatment. The installation of SCADA in the new wastewater treatment plant makes it possible for the wastewater pumping stations to be controlled centrally and for mechanical and electrical maintenance for both treatment and pump stations to be entrusted to a single team. A department within the Division will handle sewer repair and maintenance. This department will also be responsible for monitoring the work of new sewer connections contractors (New water connections will be arranged and inspected by the Customer Service Division).

As noted in Section 3.3, the structure of the Wastewater Division is asymmetric: there is a Sewers Department headed by a supervisor, but the treatment and pumping staff are affiliated directly with the division manager without constituting a department, as there is no need for a treatment and pumping supervisor in addition to the division manager. The treatment and pumping operations are largely automated and are run by operators ("Operator I" class), who may be considered shift supervisors in a general sense. The Division Manager is responsible for coordinating the entire collection, treatment, reuse, and sludge disposal process, and for mobilizing sewage pumping and reuse system repair crews. The Treatment Engineer is a specialist responsible for regular monitoring of the treatment process and for working with the Chemist in the Water Quality Center to optimize the treatment process. A control and instrument technician will be responsible for upkeep of the wastewater SCADA system. A mechanical technician and an electrical technician will carry out preventive maintenance and be on-call for emergency repairs.

The treatment and pumping functions of the Division are to:

- Maintain continuous and efficient sewage pumping operations.
- Record and report sewage flows and power use.
- Operate and maintain wastewater treatment facilities.
- Provide a regular supply of effluent suitable for industrial and specified agricultural uses.
- Assure sanitary land-based disposal of all sewage received at the plant.
- Operate and maintain effluent distribution and disposal systems.
- Operate and maintain sludge dewatering and disposal.
- Respond to emergency service complaints of reuse customers, and report all reuse complaints and requests to the Projects Center.

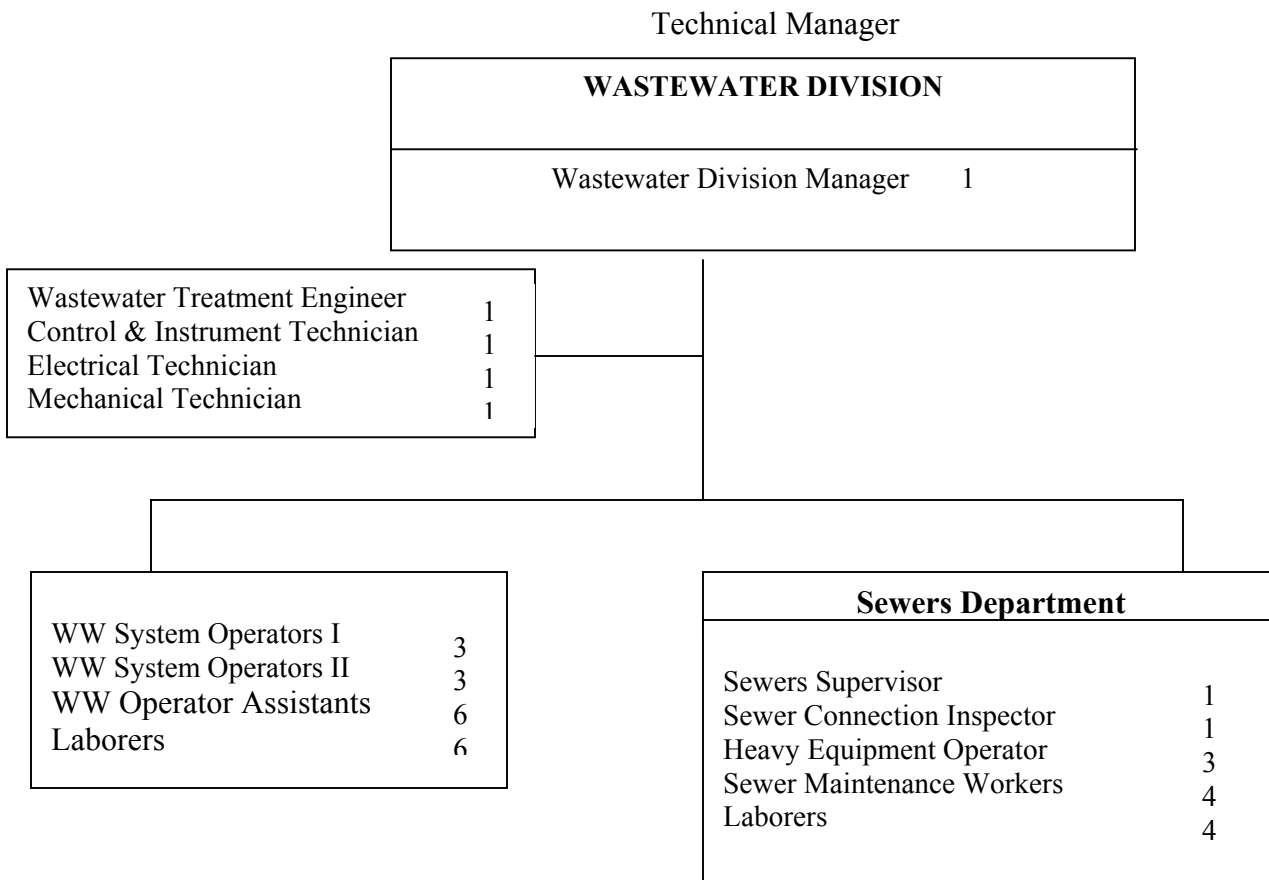
Sewers Department functions are to:

- Perform deblocking and line repairs.
- Operate a mechanical preventive sewer cleaning program.
- Approve and store layouts for new connections.
- Supervise compliance with standards for new connections.

Since night flows are expected to be smaller than day or evening flows, only two sewer maintenance shifts are proposed, but sewer maintenance staff would be on-call in the event of night-time overflows. The heavy equipment operators include jet truck drivers. The MMS reports an average of ten deblocking requests per day.

The staffing levels shown in Figure 4.7 represent totals for three pumping and treatment operations shifts per day and two sewer maintenance shifts.

Figure 4.7 Wastewater Division



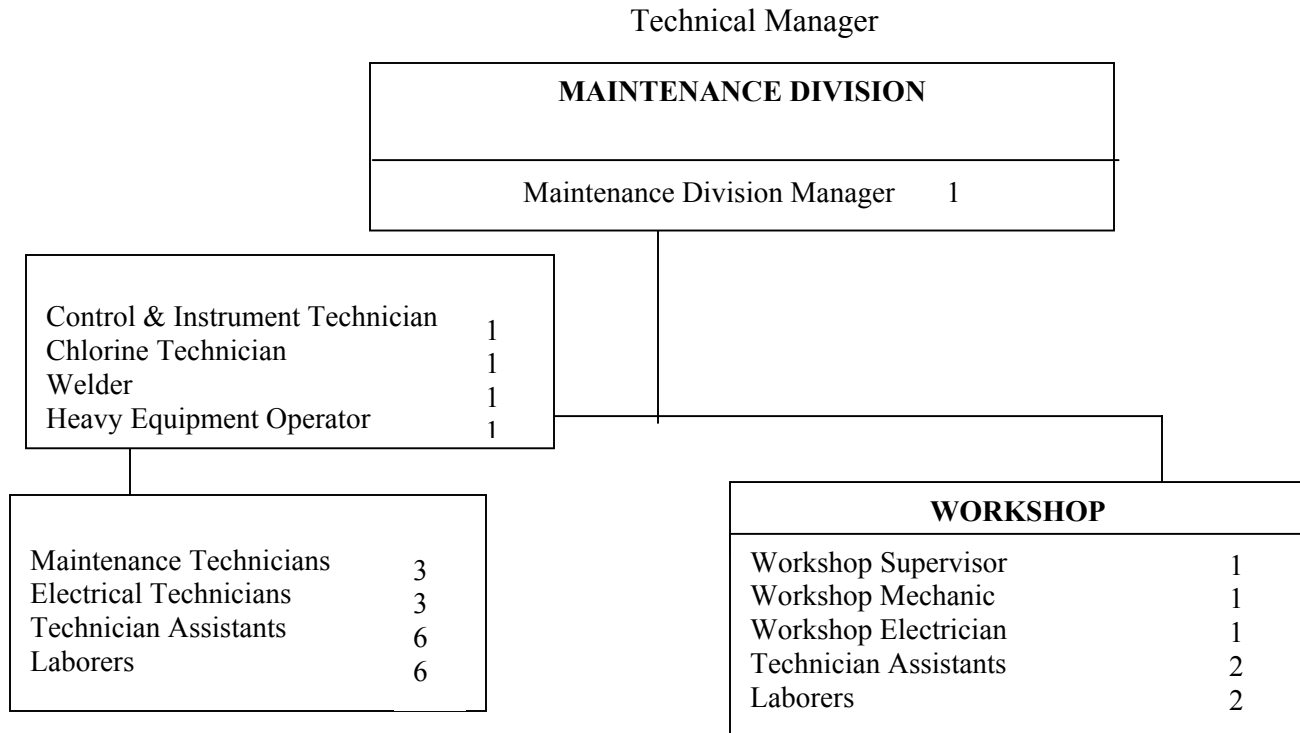
❖ 4.8 Maintenance Division

This division will be responsible for specialized maintenance and repair of mechanical and electrical equipment, including plant instrumentation and controls, and for maintenance of all the Company's vehicles. It will also be on call to provide additional technician and heavy equipment operations support in case of major failures at a main facility such as Disi or the WWTP.

As in the Wastewater Division, many of the positions in the Maintenance Division are affiliated directly to the division manager without the intermediation of a supervisory position. Most of these personnel will engage in on-site maintenance and repair work. A small Workshop Department headed by a Supervisor is attached to the Division.

The staffing levels for the maintenance technicians, electrical technicians, mechanical technicians, technician assistants, and laborers assume two shifts per day. The workshop operates during the day only.

Figure 4.8 Maintenance Division



❖ 4.9 Customer Service Division

The Customer Service Division will be responsible for implementing the Company's policies and procedures regarding customers and connections, including:

- Receipt and approval of requests for new connection.
- Receiving and recording all messages from customers regarding service interruptions or problems, routing these messages to the appropriate department of the Company, and following up remedial actions by the Company.
- Meter reading, billing for customer water/sewer service and other fee-based customer services, and collection of amounts due.
- Testing, maintenance, and replacement of meters.
- Implementation of new connections and reconnections.
- Investigation and correction of unauthorized uses of Company water/sewer services, including the implementation of disconnections.

At 57 persons, the planned 2004 staffing is significantly higher than the June 2003 WAJ Aqaba level of about 30. The proposed increase in staffing reflects the expanded task requirements and additional work processes required by the recent shift to computerized billing, decentralization to AWC of the governmental customer accounts collection responsibility formerly performed by the WAJ HQ, and the following organizational strategies:

- Responsibility for connections/disconnections is to be shifted from the Water Division to the Customer Service Division in order to consolidate responsibilities and resources for connections and usage control under a single division.
- Contacts with customers regarding all types of service problems will be routed through the Division alone, by a 24-hour staff of trained Customer Service Representatives working from call desks which can access the utility's GIS, network maintenance management system (MMS), and customer information system (CIS).

The higher staffing level in the expanded Division also reflects challenges in the utility's operating environment subsequent to the 1998 tariff increase. WAJ Aqaba has the lowest levels of UFW in Jordan. The introduction of the MMS facilitated rapid identification of breaks and leaks in main lines. The source of much of the remaining UFW is attributed by WAJ Aqaba managers to the more labor- and time-intensive problem of "illegal" use, including unauthorized reconnection by users disconnected for payment delinquency. WAJ Aqaba implements rigorous disconnection policies and follows disconnections up with frequent inspection of disconnected properties. In addition to disconnection, reconnection, and new connection activities, WAJ Aqaba field teams assess exceptionally high and low meter readings and inspect meters and connections when customers object to their bills. The table below shows the average 24-hour load of WAJ Aqaba connections-related fieldwork.

Connections Workload

Activity	Cases per day	Field team work rate (in cases per day)
New connections	5	10
Disconnections	40	30
Reconnections	20	20
Inspections for possible illegal use	90-115	50
Usage assessment (at customer request)	15	25
Usage assessment (computer-generated)	10	20

Customer Relations Department

The Customer Relations Department is required to:

- Receive and understand requests and complaints, and forward them to the appropriate utility department.
- Follow up utility response to requests and complaints.
- Receive payments.
- Assist clients to complete applications for new connections.
- Assist customers to prepare requests for installment plans.
- Answer inquiries about rates, works in progress, utility public announcements, and educational materials.
- Participate in administering occasional surveys and communication campaigns.

The Customer Relations Department will be staffed by eight Customer Service Representatives (CSR) (including the department supervisor) working in three shifts, with five CSRs on the day shift, two on the evening shift, and one on the night shift. Customers can make payments during the day and evening shifts; the night-shift CSR will only receive and route service requests.

Billing Department

The Billing Department is required to:

- Read customer meters.
- Deliver bills, and receive payments.
- Report problems of meter accessibility and signs of meter underperformance or sabotage to the Connections Department.
- Report signs of leakage, sewer blockage, and possible illegal connections to the appropriate Department or Division.
- Enter meter readings and observation codes, and generate bills.
- Enter collection data and maintain customer accounts.
- Operate and maintain the customer information system (CIS), and generate management, statistical, and exception reports on meter condition, consumption, collections, meter reader performance, etc.

- Undertake reviews of customer records and accounts and/or field visits to investigate abnormally high or low readings or in response to customer objections.
- Maintain billing system interface with bank collections.
- Maintain customer files.

The Billing Department is staffed primarily of meter readers and data entry clerks. A team of assessment clerks will review and resolve computer-generated usage exception messages and customer objections and undertake field inspections if necessary to resolve cases which cannot be resolved by records searches. A billing system operator will work on day and evening shifts to respond to needs for special searches or reports, supervise data entries related to installment schemes or other types of special customer account actions, and troubleshoot data entry operations.

Collections Department

The Collections Department is required to:

- Receive payment delinquency lists from Billing Department, check them against customer contact records and installment plan arrangements prepared in the Customer Relations Department, prepare documentation for disconnection cases, obtain approval, issue work orders to Connections Department and advise the Connections Department on the scheduling of disconnections for various types of customers, and receive confirmations of disconnections and reconnections implemented by the Connections Department.
- Manage all collection activities related to large and governmental customer accounts, including identification of preferred payment methods, negotiation of installment plans, payments tracking and updating of billing system records, and preparation of disconnection order documentation.
- Maintain files on pending objection and appeal cases, and follow up and monitor implementation of case reviews. “Translate” decisions regarding objections, illegal use penalties, and appeals into disconnection or reconnection orders and/or clear account instructions regarding installments, fees, penalties, or reimbursements, and follow up billing system entries and payment records.
- Follow up aged receivables accounts: evaluate customer accessibility and circumstances, recommend courses of action, and prepare documentation for application of instruments of legal recourse.

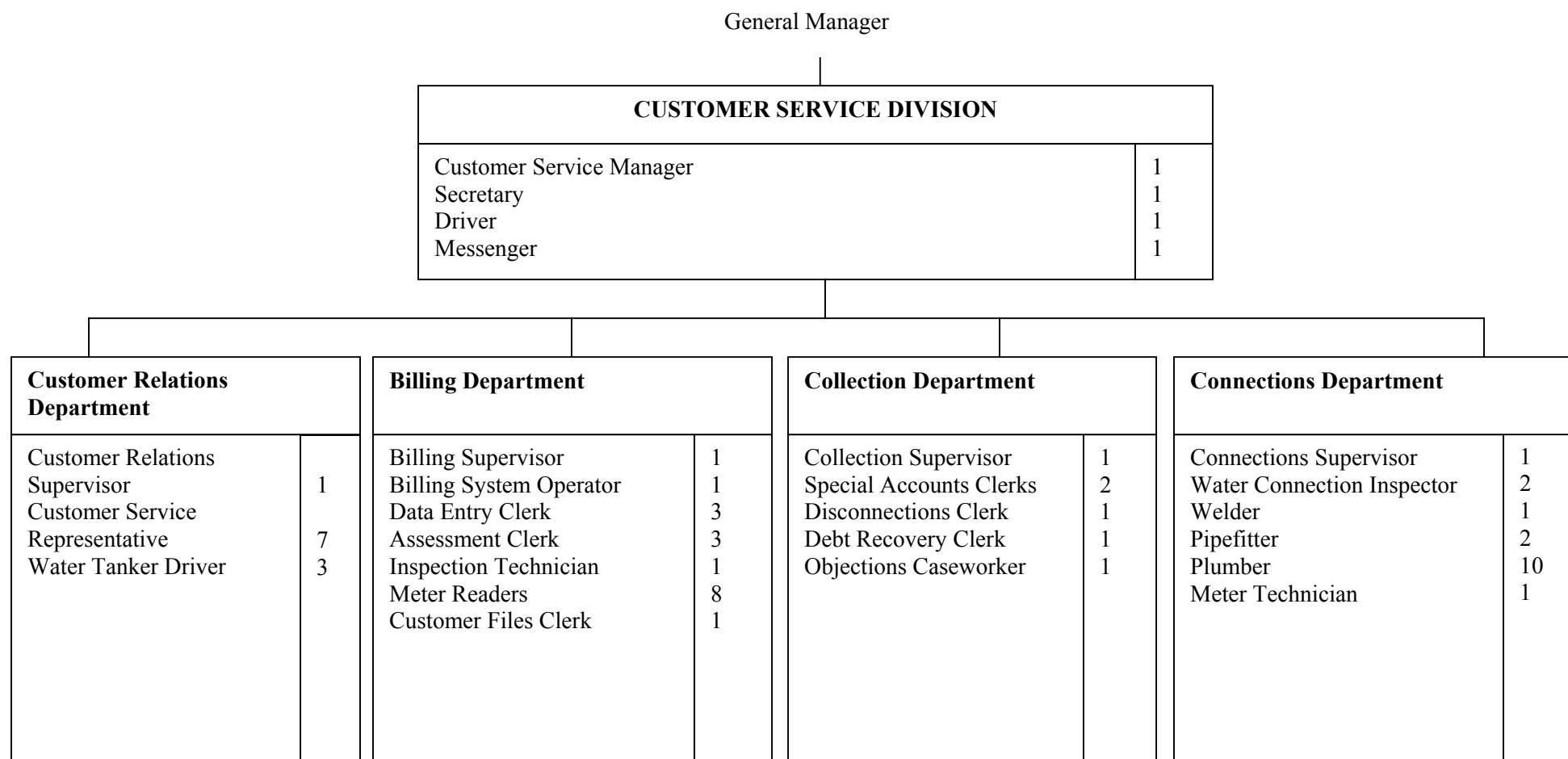
Each of these functions will be served by an administrative officer, or clerk with *tawjihi* qualifications or accounting diploma. In view of the number and complexity of large and governmental collection cases, one officer will be assigned to each of these two types of customer.

Connections Department

The Connections Department is required to:

- Prepare standards and specifications for water connections, monitor customer compliance, and install meters on approved new connections.
- Implement approved disconnections and reconnections.
- Conduct field searches of possible illegal use.
- Clean, test, and calibrate meters, implement simple meter repairs, and assist in implementation of the Division's systematic meter replacement program.

Disconnection, reconnection, and illegal use inspection teams are composed of a plumber and a laborer, with a total of five teams. The new connections team will also include a pipefitter and an inspector. The utility is expected to continue to outsource most meter repair.

Figure 4.9 Customer Service Division Organization and Staffing

❖ 4.10 Finance and Administration Division

The functions of the Finance and Administration Division are to:

- Coordinate budget processes and implement budget controls.
- Maintain financial and cost accounts.
- Manage purchases and issues payments, including payroll.
- Maintain stores and buildings.
- Provide office services.
- Coordinate planning and implementation of HRD programs.

The Finance and Administration Division is composed of four departments, whose functions are listed below. Note should be made of the role of the Accounting Department in managing all ledger entries, including customer sales, payroll, etc.

Accounting/MIS Department

- Ensure that all Company budget managers understand the Company's financial policies and procedures.
- Assist line managers in preparing annual budgets.
- Input budget data, edit changes to budget, prepare quarterly budget reports, and prepare monthly expenditure reports for line managers.
- Enter commitments for approved purchases, and remove commitments as payments are made.
- Prepare payroll and payroll deductions, issue payroll checks/deposits, and ensure that Social Security payments are made.
- Maintain and update fixed assets register and project accounts.
- Issue approved payments to suppliers.
- Undertake periodic audits of stores, billing and collection, and other company activities.
- Receive cash and ledgers from Customer Service Division, and enter cash into general ledger.
- Prepare financial statements.
- Prepare quarterly and annual reports on Company operational and financial performance.

Purchasing and Stores Department

- Receive approved purchase orders, manage procurement processes in accordance with the Company's purchasing policies and procedures, and monitor status of purchase orders.
- Notify the Accounting/MIS Department of acceptance of goods and services for payment.
- Assist line managers in the preparation of tender documents.
- Ensure that stores are well organized and that parts and materials are properly stored, shelved, and carded.
- Implement inventory management policies and procedures.
- Approve requisition orders, assuring that outflows are charged to the correct cost center.
- Monitor requisition rates for the various types of inventory.
- Identify and dispose of unused and unusable inventory.

Office Services Department

- Assist line managers to determine needs for office supplies and equipment.

- Supervise the secretarial, driver, guard, and messenger pools.
- Ensure maintenance of Company buildings, grounds, and office equipment.
- Draft and lead implementation of Company security policies and procedures.
- Manage telephone switchboard.
- Receive and distribute mail.
- Make arrangements for work-related out-of-town travel and for visits by outside guests.

Human Resources Department

- Monitor and update the Company's staffing plan and position control system.
- Assist managers in assessing their staffing requirements, improving work organization, and periodically reviewing the job descriptions of their subordinates.
- Periodically review labor supply and salary levels in local and national markets, and propose improvements to the Company's position classification and pay scales.
- Assist Company management in the design of incentive structures.
- Train managers in staff performance appraisal and training needs analysis.
- Coordinate preparation of annual training plans.
- Develop and maintain a database on training suppliers, arrange training provision, and assist managers to evaluate training.
- Prepare induction training plans for new employees, and explain Company personnel policies and procedures to new employees.
- Ensure that all managers understand the Company's personnel policies and procedures.
- Receive, investigate, and assist in resolving staff complaints.
- Review all proposed personnel actions (e.g., hiring, promotion, discipline) and maintain personnel files.
- Assist staff as necessary in accessing Company personnel benefits.

The staffing levels for the Division posited in this plan are merely speculative, since WAJ Aqaba has little experience in these functions upon which to base estimates of workload. The process of implementing the proposed new financial management system to be provided by the MWI/WAJ/USAID FAS Project should provide a "real-life" context through which the levels set out below for the Accounting and Purchasing Departments can be revised as necessary.

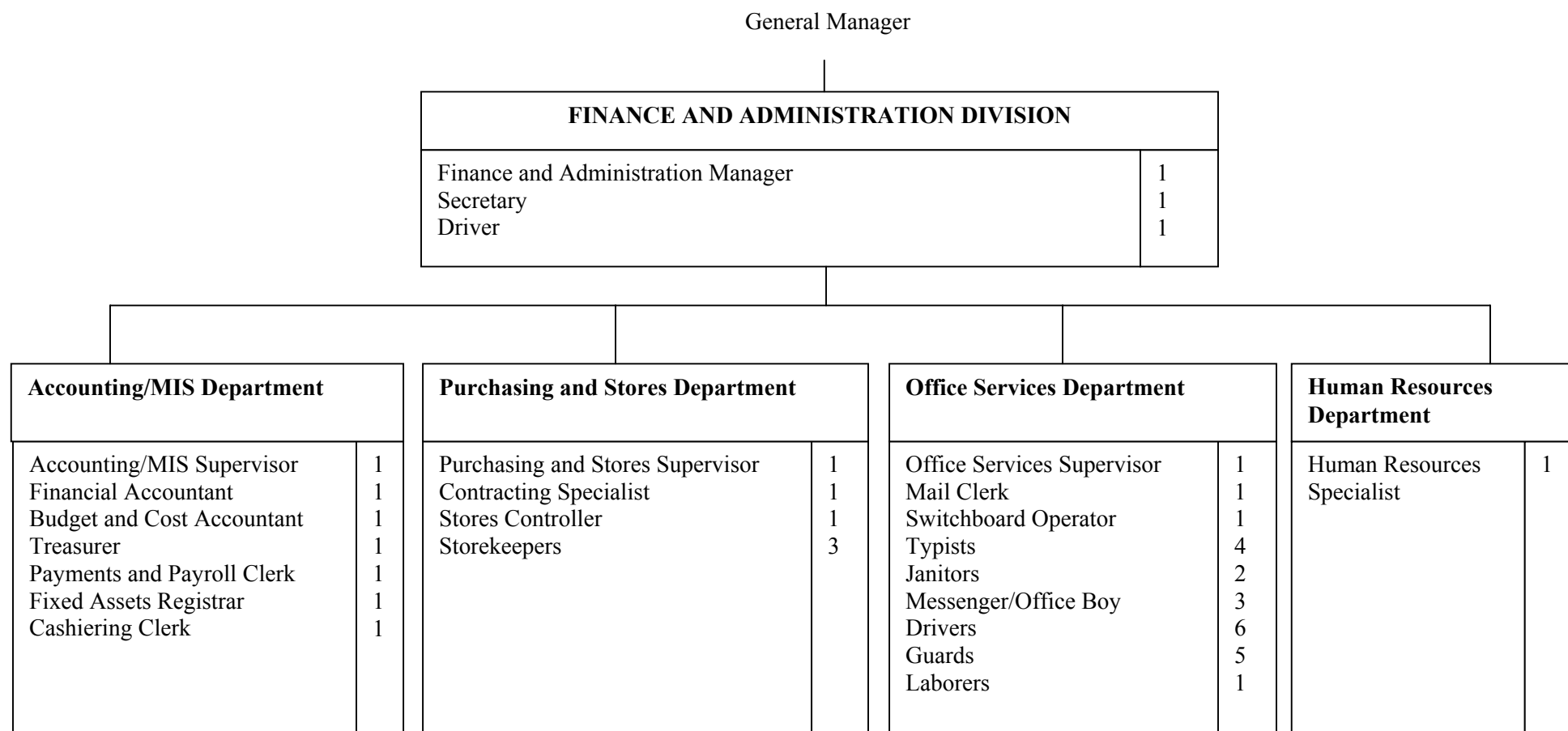
Figure 4.10 Finance and Administration Division Organization and Staffing

Table 4.1 Staffing, by Organizational Unit

<u>Position</u>	<u>Unit</u>	<u>No.</u>
<u>GENERAL MANAGER'S OFFICE</u>		
General Manager	General Manager's Office	1
Administrative Assistant	General Manager's Office	1
Information Systems Specialist	General Manager's Office	1
Database Administrator	General Manager's Office	1
Secretary	General Manager's Office	1
Driver	General Manager's Office	1
<i>Subtotal, General Manager's Office</i>		6
<u>PROJECTS CENTER</u>		
Engineering and Projects Supervisor	Projects	1
Projects Inspector	Projects	1
Surveyor	Projects	1
GIS Specialist	Projects	1
Mapping Technician	Projects	1
GIS Technician	Projects	2
Leak Detection Technician	Projects	1
<i>Subtotal, Projects Center</i>		8
<u>WATER QUALITY CENTER</u>		
Chemist	Quality	1
Industrial Waste Specialist	Quality	1
Laboratory Technician	Quality	2
Laboratory Assistant	Quality	2
Driver	Quality	1
<i>Subtotal, Water Quality Center</i>		7
<u>TECHNICAL MANAGER'S OFFICE</u>		
Technical Manager/Deputy General Manager	Technical Manager/Deputy GM's Office	1
Secretary	Technical Manager/Deputy GM's Office	1
Driver	Technical Manager/Deputy GM's Office	1
<i>Subtotal, Technical Manager's Office</i>		3
<u>QUWAYRA DIVISION</u>		
Quwayra Division Manager	Quwayra	1
Rural O&M Supervisor	Quwayra - O&M	1
SCADA & Telemetry Operator	Quwayra - O&M	4

Electrical Technician	Quwayra - O&M	1
Mechanical Technician	Quwayra - O&M	2
Heavy Equipment Operator	Quwayra - O&M	1
Welder	Quwayra - O&M	1
Technician Assistant	Quwayra - O&M	2
Laborer	Quwayra - O&M	2
Rural Customer Service Supervisor	Quwayra - Customer Service	1
Water Connection Inspector	Quwayra - Customer Service	1
Pipefitter	Quwayra - Customer Service	1
Plumber	Quwayra - Customer Service	2
Meter Reader	Quwayra - Customer Service	2
Water Tanker Driver	Quwayra - Customer Service	2
Driver	Quwayra - Customer Service	1
Laborer	Quwayra - Customer Service	1
<i>Subtotal, Quwayra Division</i>		26

WATER DIVISION

Water Division Manager	Water	1
SCADA & Telemetry Operator	Water	4
Heavy Equipment Operator	Water	2
Sourceworks Supervisor	Water - Sourceworks	1
Pipefitter	Water - Sourceworks	1
Welder	Water - Sourceworks	2
Electrical Technician	Water - Sourceworks	2
Mechanical Technician	Water - Sourceworks	2
Laborer	Water - Sourceworks	1
Networks Supervisor	Water - Networks	1
Pipefitter	Water - Networks	4
Plumber	Water - Networks	5
Laborer	Water - Networks	8
<i>Subtotal, Water Division</i>		34

WASTEWATER DIVISION

Wastewater Division Manager	Wastewater	1
Wastewater Treatment Engineer	Wastewater	1
Wastewater System Operator I	Wastewater	3
Wastewater System Operator II	Wastewater	6
Control & Instrument Technician	Wastewater	1
Electrical Technician	Wastewater	1
Mechanical Technician	Wastewater	1
Wastewater System Operator Assistant	Wastewater	6
Laborer	Wastewater	6

Sewers Supervisor	Wastewater - Sewers	1
Sewer Connection Inspector	Wastewater - Sewers	1
Heavy Equipment Operator	Wastewater - Sewers	3
Sewer Maintenance Worker	Wastewater - Sewers	4
Laborer	Wastewater - Sewers	4
<i>Subtotal, Wastewater Division</i>		39
<u>MAINTENANCE DIVISION</u>		
Maintenance Division Manager	Maintenance	1
Control & Instrument Technician	Maintenance	1
Maintenance Technician	Maintenance	2
Mechanical Technician	Maintenance	2
Electrical Technician	Maintenance	2
Chlorine Technician	Maintenance	1
Welder	Maintenance	1
Heavy Equipment Operator	Maintenance	2
Technician Assistant	Maintenance	4
Laborer	Maintenance	4
Workshop Supervisor	Maintenance - Workshop	1
Workshop Electrician	Maintenance - Workshop	1
Workshop Mechanic	Maintenance - Workshop	1
Technician Assistant	Maintenance - Workshop	2
Laborer	Maintenance - Workshop	2
<i>Subtotal, Maintenance Division</i>		27
<u>CUSTOMER SERVICE DIVISION</u>		
Customer Service Division Manager	Customer Service	1
Secretary	Customer Service	1
Driver	Customer Service	1
Messenger/Office Boy	Customer Service	1
Customer Relations Supervisor	Customer Service - Customer Relations	1
Customer Service Representative	Customer Service - Customer Relations	7
Water Tanker Driver	Customer Service - Customer Relations	3
Billing Supervisor	Customer Service - Billing	1
Billing System Operator	Customer Service - Billing	2
Customer Files Clerk	Customer Service - Billing	1
Data Entry Clerk	Customer Service - Billing	3
Meter Reader	Customer Service - Billing	8
Senior Assessment Clerk	Customer Service - Billing	1
Assessment Clerk	Customer Service - Billing	2
Inspection Technician	Customer Service - Billing	1
Collection Supervisor	Customer Service - Collection	1

Special Accounts Clerk	Customer Service - Collection	2
Disconnections Clerk	Customer Service - Collection	1
Debt Recovery Clerk	Customer Service - Collection	1
Objections Caseworker	Customer Service - Collection	1
Connections Supervisor	Customer Service - Connections	1
Water Connection Inspector	Customer Service - Connections	2
Pipefitter	Customer Service - Connections	2
Plumber	Customer Service - Connections	10
Welder	Customer Service - Connections	1
Meter Technician	Customer Service - Connections	1
<i>Subtotal, Customer Service Division</i>		57
<u>FINANCE & ADMINISTRATION DIVISION</u>		
Finance & Admin Division Manager	Fin & Admin	1
Secretary	Fin & Admin	1
Driver	Fin & Admin	1
Accounting/MIS Supervisor	Fin & Admin - Accounting/MIS	1
Financial Accountant	Fin & Admin - Accounting/MIS	1
Budget & Cost Accountant	Fin & Admin - Accounting/MIS	1
Fixed Assets Registrar	Fin & Admin - Accounting/MIS	1
Payments & Payroll Clerk	Fin & Admin - Accounting/MIS	1
Treasurer	Fin & Admin - Accounting/MIS	1
Cashiering Clerk	Fin & Admin - Accounting/MIS	1
Purchasing and Stores Supervisor	Fin & Admin - Purchasing & Stores	1
Contracting Specialist	Fin & Admin - Purchasing & Stores	1
Stores Controller	Fin & Admin - Purchasing & Stores	1
Storekeepers	Fin & Admin - Purchasing & Stores	3
Office Services Supervisor	Fin & Admin - Office Services	1
Switchboard Operator	Fin & Admin - Office Services	1
Mail Clerk	Fin & Admin - Office Services	1
Typist	Fin & Admin - Office Services	4
Driver	Fin & Admin - Office Services	6
Guard	Fin & Admin - Office Services	5
Janitor	Fin & Admin - Office Services	2
Messenger/Office Boy	Fin & Admin - Office Services	3
Human Resources Specialist	Fin & Admin - Human Resources	1
<i>Subtotal, Finance & Administration Division</i>		40
TOTAL STAFF REQUIRED		247

SECTION V

PRELIMINARY STAFF BALANCES ANALYSIS

This chapter presents a preliminary and general assessment of the degree of “fit” between the planned AWC staffing and the current WAJ Aqaba staff. The analysis is preliminary because the current job titles do not always provide enough information to draw equivalence to a job title in the plan. A close analysis of fit can only be developed after each WAJ Aqaba employee’s qualifications, knowledge, and skills have been matched to relevant job descriptions, and this will require a process of one-by-one appraisal of the current staff; these matters are discussed further in Section 6 of this report. The intention of the preliminary staff balance analysis is to identify significant imbalances at the level of major job groups.

Table 5.1 summarizes the job group balances. Tables 5.2, 5.3, and 5.4, found at the end of the section, provide more detailed characterizations. Table 5.2 lists all the planned positions by job group and subgroup. Table 5.3 expands the same data to include the unit affiliation of each position. Table 5.4 shows how the current WAJ Aqaba job titles have been classified into job groups.

Table 5.1 Staffing Balances, by Job Group

<i>Job Group</i>	<i>No. Planned</i>	<i>No. Present*</i>	<i>Excess (Deficit)</i>
Professional	34	19	(15)
Technical	85	62	(23)
Clerical	35	43	8
Semi-skilled	54	46	(8)
Unskilled	39	88	49
Total	247	258	

* Preliminary classification based on job titles.

❖ 5.1 Professional Job Group

The Professional job group has a total of 34 positions, each with one incumbent. The positions are subclassified as Managerial, Supervisory, or Specialist positions. “Managers” supervise divisions, supervisors supervise departments, and Specialists are knowledge workers. In some cases, Specialists have supervisory duties too (e.g., the Chemist heads the Water Quality Center) and some Supervisors have Specialist-like qualifications (e.g., the Accounting/MIS Supervisor). All Professionals must have university educations and basic computer skills; most Specialists need strong computer skills. Specialists also do much of the policy, procedural, and systems drafting. Most of the Specialists are in the Finance and Administration, Water Quality, and Projects divisions.

WAJ Aqaba is short of specialists. Of the twelve planned Specialist positions, WAJ Aqaba presently has seven persons for five planned positions: an Information System Specialist (new), a GIS Specialist (new), two Accountants and three Treasurers (for one planned Treasurer Position). Seven specialists need to be recruited, while the two accountants have to be trained for the two Accountant specialist positions (Financial Accountant and Budget and Cost Accountant. Four

WAJ Aqaba employees are classified as managers (the ASG, the Customer Service Manager, the Quwayra Manager and the O&M Manager). Seven are classified as supervisors (*ra'is qism*); these are concentrated in the Customer Service and O&M divisions. Personnel will need to be recruited for most supervisory positions in Finance and Administration, Projects, and Quality.

❖ 5.2 Skilled Technical Job Group

This group is composed of Technicians, Operators, and Craftsmen. Most require Diploma or technical school credentials. They are distributed mostly over the O&M and customer service divisions, and include computer system operators. The group is stratified into grades I and II based on knowledge and skill requirements and level of responsibility. Computer literacy is essential for Operator I positions. The staffing plan calls for a total of 85 Technicals. WAJ Aqaba is short in all Technical subgroups. In 2004, there will be need for technicians in the Wastewater and Maintenance Divisions and for operators in the Quwayra, Water, and Wastewater Divisions.

The most serious shortfall is in the Technician subgroup, where the total requirement is for 29 individuals. These positions are needed in all the operating divisions, but particularly in the Maintenance Division.

The degree to which the labor shortage in this group can be met through training can only be known after the capacities of the current Technical and Semi-Skilled employees at WAJ Aqaba are appraised. It is possible that none of the current Operators or Technicians is presently qualified for Grade I positions. So the company management has the options of (a) training grade II employees to grade I capacity and training the best of the Semi-Skilled to grade II Skilled class positions or (b) training the existing grade II employees to perform grade II duties better, and hiring new employees for unfilled grade I positions. Since as we shall see below the Semi-Skilled group is itself in deficit, some recruitment (or outsourcing) seems inevitable in order to address the shortage in the Technician subgroup.

❖ 5.3 Clerical Job Group

This group is also divided into two grades. Many Clerical grade I positions require combinations of writing skills, computer skills, or ability to communicate with customers. The WAJ Aqaba clerical job titles are too general to enable a characterization of the present workforce, but actual number of WAJ Aqaba clericals is close to the planned number. Again, reclassification to AWC job titles can only be carried out by appraisal of each employee, ranking in terms of qualification and aptitude for one or more AWC job titles, and assessment of the training needs of the best qualified candidates against the knowledge and skill requirements of the position as set out in the job description.

❖ 5.4 Semi-Skilled Job Group

This group includes positions in O&M and customer service which require basic literacy; the requisite skills can usually be learned on the job. The Meter Reader position accounts for 10 of the total 54 positions in the group, the Wastewater Division requires 14 operator or technician assistants. 524 drivers, including heavy equipment and water tanker drivers are also included in the group. Since WAJ Aqaba has sufficient meter readers and drivers, the shortfall can be narrowed down to the operator/technician assistant positions. This shortfall should be manageable by selecting and developing the most promising candidates from the current Unskilled group.

❖ 5.5 Unskilled Job Group

This group includes guards, janitors, messengers/office boys, and ordinary laborers. Although Table 5.1 shows a gross surplus of 49 individuals in the group, we suggest the problem is broadly manageable:

- As noted above, some 14 of these individuals can be trained up to the Semi-Skilled group, which is in deficit.
- A large percentage of individuals in this group are day laborers.

WAJ and/or the AWC Board would determine the rate with which the surplus in this group is reduced. Since the actual surplus is 35, it could be eliminated in three years by nonrenewal of 12 day laborers each year.

Table 5.2 Position Classification

<u>Position</u>	<u>No.</u>	<u>Job Group</u>
<u>MANAGERS</u>		
General Manager	1	Manager
Technical Manager/Deputy General Manager	1	Manager
Finance & Admin Division Manager	1	Manager
Customer Service Division Manager	1	Manager
Quwayra Division Manager	1	Manager
Water Division Manager	1	Manager
Wastewater Division Manager	1	Manager
Maintenance Division Manager	1	Manager
<i>Subtotal, Managers</i>	8	
<u>SPECIALISTS</u>		
Chemist	1	Specialist I
Database Administrator	1	Specialist I
Financial Accountant	1	Specialist I
Industrial Waste Specialist	1	Specialist I
Information Systems Specialist	1	Specialist I
Treasurer	1	Specialist I
Wastewater Treatment Engineer	1	Specialist I
Budget & Cost Accountant	1	Specialist II
Contracting Specialist	1	Specialist II

GIS Specialist	1	Specialist II
Human Resources Specialist	1	Specialist II
Projects Inspector	1	Specialist II
<i>Subtotal, Specialists</i>	12	

SUPERVISORS

Accounting/MIS Supervisor	1	Supervisor
Billing Supervisor	1	Supervisor
Collection Supervisor	1	Supervisor
Connections Supervisor	1	Supervisor
Customer Relations Supervisor	1	Supervisor
Engineering and Projects Supervisor	1	Supervisor
Networks Supervisor	1	Supervisor
Office Services Supervisor	1	Supervisor
Purchasing and Stores Supervisor	1	Supervisor
Rural Customer Service Supervisor	1	Supervisor
Rural O&M Supervisor	1	Supervisor
Sewers Supervisor	1	Supervisor
Sourceworks Supervisor	1	Supervisor
Workshop Supervisor	1	Supervisor
<i>Subtotal, Supervisors</i>	14	

CRAFTSMEN

Pipefitter	3	Craftsman I
Sewer Connection Inspector	1	Craftsman I
Surveyor	1	Craftsman I
Water Connection Inspector	3	Craftsman I
Welder	5	Craftsman I
Inspection Technician	1	Craftsman II
Plumber	7	Craftsman II
<i>Subtotal, Craftsmen</i>	6	

OPERATORS

Billing System Operator	2	Operator I
SCADA & Telemetry Operator	8	Operator I
Wastewater System Operator I	3	Operator I
Switchboard Operator	1	Operator II
Wastewater System Operator II	6	Operator II
<i>Subtotal, Operators</i>	20	

TECHNICIANS

Chlorine Technician	1	Technician I
Control & Instrument Technician	2	Technician I
Electrical Technician	6	Technician I
Laboratory Technician	2	Technician I
Maintenance Technician	2	Technician I
Mapping Technician	1	Technician I
Mechanical Technician	7	Technician I
GIS Technician	2	Technician II
Laboratory Assistant	2	Technician II
Leak Detection Technician	1	Technician II
Meter Technician	1	Technician II
Workshop Electrician	1	Technician II
Workshop Mechanic	1	Technician II
<i>Subtotal, Technicians</i>	29	

CLERICAL

Administrative Assistant	1	Clerical I
Assessment Clerk	2	Clerical I
Cashiering Clerk	1	Clerical I
Customer Service Representative	7	Clerical I
Debt Recovery Clerk	1	Clerical I
Disconnections Clerk	1	Clerical I

Fixed Assets Registrar	1	Clerical I
Objections Caseworker	1	Clerical I
Payments & Payroll Clerk	1	Clerical I
Special Accounts Clerk	2	Clerical I
Stores Controller	1	Clerical I
Secretary	4	Clerical II
Senior Assessment Clerk	1	Clerical II
Customer Files Clerk	1	Clerical II
Storekeepers	3	Clerical II
Data Entry Clerk	3	Clerical III
Typist	4	Clerical III
<i>Subtotal, Clerical</i>	35	
<u>SEMI-SKILLED</u>		
Driver	12	Semi-Skilled
Heavy Equipment Operator	8	Semi-Skilled
Mail Clerk	1	Semi-Skilled
Meter Reader	10	Semi-Skilled
Sewer Maintenance Worker	4	Semi-Skilled
Technician Assistant	8	Semi-Skilled
Wastewater System Operator Assistant	6	Semi-Skilled
Water Tanker Driver	5	Semi-Skilled
<i>Subtotal, Semi-Skilled</i>	54	
<u>UNSKILLED</u>		
Guard	5	Unskilled
Janitor	2	Unskilled
Laborer	28	Unskilled
Messenger/Office Boy	4	Unskilled
<i>Subtotal, Unskilled</i>	39	
Total Staff Required	247	

Table 5.3 Distribution of Job Groups by Organizational Unit

<u>Job group</u>	<u>Division - Department</u>	<u>Position</u>	<u>No.</u>
<u>MANAGERS</u>			
Manager	Customer Service	Customer Service Division Manager	1
Manager	Fin & Admin	Finance & Admin Division Manager	1
Manager	General Manager's Office	General Manager	1
Manager	Maintenance	Maintenance Division Manager	1
Manager	Quwayra	Quwayra Division Manager	1
Manager	Technical Manager/Deputy GM's Office	Technical Manager/Deputy General Manager	1
Manager	Wastewater	Wastewater Division Manager	1
Manager	Water	Water Division Manager	1
<u>SPECIALISTS</u>			
Specialist	Fin & Admin - Accounting/MIS	Budget & Cost Accountant	1
Specialist	Fin & Admin - Accounting/MIS	Financial Accountant	1
Specialist	Fin & Admin - Accounting/MIS	Treasurer	1
Specialist	Fin & Admin - Human Resources	Human Resources Specialist	1
Specialist	Fin & Admin - Purchasing & Stores	Contracting Specialist	1
Specialist	General Manager's Office	Database Administrator	1
Specialist	General Manager's Office	Information Systems Specialist	1
Specialist	Projects	GIS Specialist	1
Specialist	Projects	Projects Inspector	1
Specialist	Quality	Chemist	1
Specialist	Quality	Industrial Waste Specialist	1
Specialist	Wastewater	Wastewater Treatment Engineer	1
<u>SUPERVISORS</u>			
Supervisor	Customer Service - Billing	Billing Supervisor	1
Supervisor	Customer Service - Collection	Collection Supervisor	1
Supervisor	Customer Service - Connections	Connections Supervisor	1
Supervisor	Customer Service - Customer Relations	Customer Relations Supervisor	1
Supervisor	Fin & Admin - Office Services	Office Services Supervisor	1
Supervisor	Fin & Admin - Purchasing & Stores	Purchasing and Stores Supervisor	1
Supervisor	Maintenance - Workshop	Workshop Supervisor	1
Supervisor	Projects	Engineering and Projects Supervisor	1
Supervisor	Quwayra - Customer Service	Rural Customer Service Supervisor	1
Supervisor	Quwayra - O&M	Rural O&M Supervisor	1
Supervisor	Wastewater - Sewers	Sewers Supervisor	1
Supervisor	Water - Networks	Networks Supervisor	1
Supervisor	Water - Sourceworks	Sourceworks Supervisor	1
<u>CRAFTSMEN</u>			
Craftsman	Customer Service - Billing	Inspection Technician	1

Craftsman	Customer Service - Connections	Welder	1
Craftsman	Customer Service - Connections	Pipefitter	2
Craftsman	Customer Service - Connections	Water Connection Inspector	2
Craftsman	Customer Service - Connections	Plumber	10
Craftsman	Maintenance	Welder	1
Craftsman	Projects	Surveyor	1
Craftsman	Quwayra - Customer Service	Pipefitter	1
Craftsman	Quwayra - Customer Service	Water Connection Inspector	1
Craftsman	Quwayra - Customer Service	Plumber	2
Craftsman	Quwayra - O&M	Welder	1
Craftsman	Wastewater - Sewers	Sewer Connection Inspector	1
Craftsman	Water - Networks	Pipefitter	4
Craftsman	Water - Networks	Plumber	5
Craftsman	Water - Sourceworks	Pipefitter	1
Craftsman	Water - Sourceworks	Welder	2

OPERATORS

Operator	Customer Service - Billing	Billing System Operator	
Operator	Fin & Admin - Office Services	Switchboard Operator	1
Operator	Quwayra - O&M	SCADA & Telemetry Operator	4
Operator	Wastewater	Wastewater System Operator I	3
Operator	Wastewater	Wastewater System Operator II	6
Operator	Water	SCADA & Telemetry Operator	4

TECHNICIANS

Technician	Customer Service - Connections	Meter Technician	1
Technician	Maintenance	Chlorine Technician	1
Technician	Maintenance	Control & Instrument Technician	1
Technician	Maintenance	Electrical Technician	2
Technician	Maintenance	Maintenance Technician	2
Technician	Maintenance	Mechanical Technician	2
Technician	Maintenance - Workshop	Workshop Electrician	1
Technician	Maintenance - Workshop	Workshop Mechanic	1
Technician	Projects	Leak Detection Technician	1
Technician	Projects	Mapping Technician	1
Technician	Projects	GIS Technician	2
Technician	Quality	Laboratory Assistant	2
Technician	Quality	Laboratory Technician	2
Technician	Quwayra - O&M	Electrical Technician	1
Technician	Quwayra - O&M	Mechanical Technician	2
Technician	Wastewater	Control & Instrument Technician	1
Technician	Wastewater	Electrical Technician	1
Technician	Wastewater	Mechanical Technician	1
Technician	Water - Sourceworks	Electrical Technician	2
Technician	Water - Sourceworks	Mechanical Technician	2

CLERICAL

Clerical	Customer Service	Secretary	1
Clerical	Customer Service - Billing	Customer Files Clerk	1
Clerical	Customer Service - Billing	Senior Assessment Clerk	1
Clerical	Customer Service - Billing	Assessment Clerk	2
Clerical	Customer Service - Billing	Data Entry Clerk	3
Clerical	Customer Service - Collection	Debt Recovery Clerk	1
Clerical	Customer Service - Collection	Disconnections Clerk	1
Clerical	Customer Service - Collection	Objections Caseworker	1
Clerical	Customer Service - Collection	Special Accounts Clerk	2
Clerical	Customer Service - Customer Relations	Customer Service Representative	7
Clerical	Fin & Admin	Secretary	1
Clerical	Fin & Admin - Accounting/MIS	Cashiering Clerk	1
Clerical	Fin & Admin - Accounting/MIS	Fixed Assets Registrar	1
Clerical	Fin & Admin - Accounting/MIS	Payments & Payroll Clerk	1
Clerical	Fin & Admin - Office Services	Typist	4
Clerical	Fin & Admin - Purchasing & Stores	Stores Controller	1
Clerical	Fin & Admin - Purchasing & Stores	Storekeepers	3
Clerical	General Manager's Office	Administrative Assistant	1
Clerical	General Manager's Office	Secretary	1
Clerical	Technical Manager/Deputy GM's Office	Secretary	1

SEMI-SKILLED

Semi-Skilled	Customer Service	Driver	1
Semi-Skilled	Customer Service - Billing	Meter Reader	8
Semi-Skilled	Customer Service - Customer Relations	Water Tanker Driver	3
Semi-Skilled	Fin & Admin	Driver	1
Semi-Skilled	Fin & Admin - Office Services	Mail Clerk	1
Semi-Skilled	Fin & Admin - Office Services	Driver	6
Semi-Skilled	General Manager's Office	Driver	1
Semi-Skilled	Maintenance	Heavy Equipment Operator	2
Semi-Skilled	Maintenance	Technician Assistant	4
Semi-Skilled	Maintenance - Workshop	Technician Assistant	2
Semi-Skilled	Quality	Driver	1
Semi-Skilled	Quwayra - Customer Service	Driver	1
Semi-Skilled	Quwayra - Customer Service	Meter Reader	2
Semi-Skilled	Quwayra - Customer Service	Water Tanker Driver	2
Semi-Skilled	Quwayra - O&M	Heavy Equipment Operator	1
Semi-Skilled	Quwayra - O&M	Technician Assistant	2
Semi-Skilled	Technical Manager/Deputy GM's Office	Driver	1
Semi-Skilled	Wastewater	Wastewater System Operator Assistant	6
Semi-Skilled	Wastewater - Sewers	Heavy Equipment Operator	3
Semi-Skilled	Wastewater - Sewers	Sewer Maintenance Worker	4
Semi-Skilled	Water	Heavy Equipment Operator	2

UNSKILLED

Unskilled	Customer Service	Messenger/Office Boy	1
Unskilled	Fin & Admin - Office Services	Janitor	2
Unskilled	Fin & Admin - Office Services	Messenger/Office Boy	3
Unskilled	Fin & Admin - Office Services	Guard	5
Unskilled	Maintenance	Laborer	4
Unskilled	Maintenance - Workshop	Laborer	2
Unskilled	Quwayra - Customer Service	Laborer	1
Unskilled	Quwayra - O&M	Laborer	2
Unskilled	Wastewater	Laborer	6
Unskilled	Wastewater - Sewers	Laborer	4
Unskilled	Water - Networks	Laborer	8
Unskilled	Water - Sourceworks	Laborer	1

Table 5.4 Current WAJ Aqaba Staffing

<u>Position</u>	<u>Group</u>	<u>Subgroup</u>	<u>Number</u>
Assistant Secretary General	Professional	Manager	1
Division Manager (Customer Service)	Professional	Manager	1
Division Manager (O&M)	Professional	Manager	1
(Quwayra) Office Manager	Professional	Manager	1
Head of Wastewater Section	Professional	Manager	1
<i>Subtotal, Managers</i>			5
Branch Chief (Accountant)	Professional	Specialist	1
Accountant	Professional	Specialist	1
Treasurer	Professional	Specialist	3
GIS Specialist	Professional	Specialist	1
Information Systems Specialist	Professional	Specialist	1
<i>Subtotal, Specialists</i>			7
Head of Billing Dept	Professional	Supervisor	1
Head of Collection Dept	Professional	Supervisor	1
Section Head	Professional	Supervisor	1
Head of Administrative Dept	Professional	Supervisor	1
Head of Stores Dept	Professional	Supervisor	1
Section Head	Professional	Supervisor	1
Engineer (Head of Water Section)	Professional	Supervisor	1
<i>Subtotal, Supervisors</i>			7
Meter Technician	Technical	Technician	2
Laboratory Technician	Technical	Technician	2
Mechanical Technician	Technical	Technician	1
<i>Subtotal, Technicians</i>			5
Telephone Operator	Technical	Operator	1
Computer Operator	Technical	Operator	4
Operator	Technical	Operator	14
<i>Subtotal, Operators</i>			19
Surveyor	Technical	Craftsman	1
Welder	Technical	Craftsman	4
Inspector (<i>muraqib</i>)	Technical	Craftsman	11
<i>Subtotal, Craftsmen</i>			16

Complaints Clerk	Clerical	5
Typist	Clerical	2
Dispatch Clerk	Clerical	2
Secretary	Clerical	1
Clerk	Clerical	14
Objection Committee Member	Clerical	1
Data Entry Clerk	Clerical	3
Storekeeper	Clerical	3
Accounts Clerk	Clerical	5
Admin III	Clerical	1
Information Entry Branch Chief	Clerical	1
Information Entry Branch Chief	Clerical	1
Branch Chief	Clerical	4
<i>Subtotal, Clerical</i>		<i>43</i>
Shelter Inspector	Semi-Skilled	1
Painter	Semi-Skilled	1
Mechanic	Semi-Skilled	3
Plumber	Semi-Skilled	16
Electrician	Semi-Skilled	3
Collector	Semi-Skilled	11
<i>Subtotal, Semi-Skilled</i>		<i>35</i>
Laborer	Unskilled	81
Guard	Unskilled	7
Driver	Unskilled	33
<i>Subtotal, Unskilled</i>		<i>121</i>
Total Current Staff		258

SECTION VI

WAJ AQABA-AWC HUMAN RESOURCE TRANSITION

The flow chart shown in Figure 6.1 depicts major and intermediate milestones in the WAJ Aqaba – AWC human resources transition. The intermediate steps are listed in three streams: Selection, Recruitment, and Administration-with inter-stream dependencies as noted.

❖ 6.1 Selection

The selection stream includes four milestones:

Approval of AWC Organization and Staffing Plan.

The preceding chapters constitute the second TAPS draft AWC organization and staffing plan. The plan has benefited from detailed review of the first draft with WAJ ASG for Administration and Human Resources and with the WAJ Aqaba ASG and line managers. The plan now needs the review and approval of the AWC board or GOJ WAJ-AWC transition management authority.

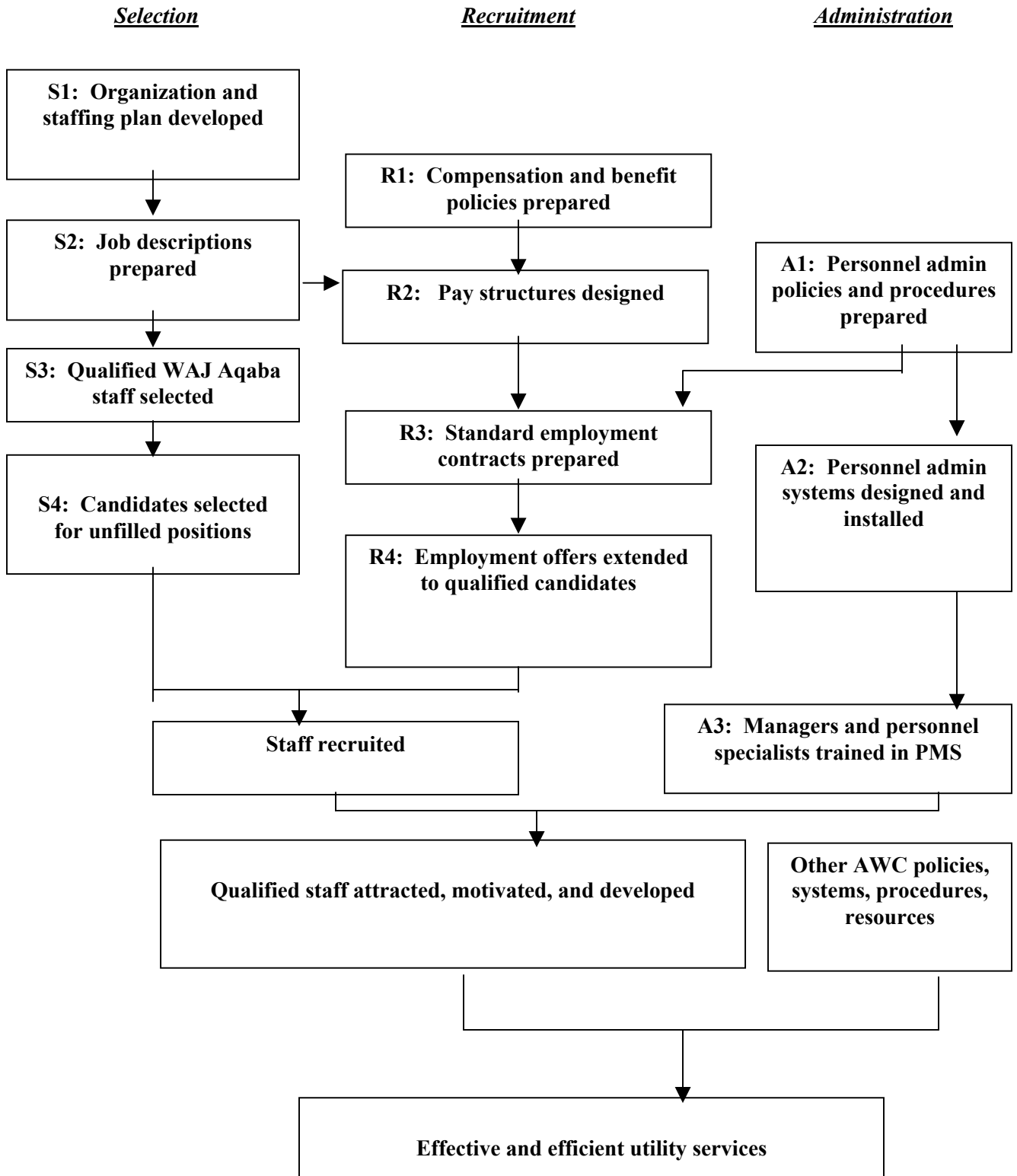
Job Descriptions.

TAPS is in the process of preparing job descriptions for all 88 job titles in the draft staffing plan. The job descriptions are detailed, covering responsibilities, supervisory relationships, knowledge/skill requirements, qualifications, and working conditions. The level of detail facilitates the use of the job descriptions for a variety of purposes: staff selection, recruitment, training needs assessment, and job evaluation.

Appraisal of Current WAJ Aqaba Staff.

The purpose of the appraisal effort is to determine which current WAJ Aqaba employees are best suited for which AWC positions. The effort requires a review of each employee's qualifications, performance, and aptitudes against the relevant job descriptions, followed by a ranked listing of the AWC positions for which he/she is best suited. The appraisal process is time-consuming, so it is suggested that each line manager appraise the staff under his/her supervision. The WAJ Aqaba managers themselves would be appraised by a committee composed of relevant WAJ HQ subject matter specialists, human resource specialists, and the WAJ Aqaba ASG. The outcome of the appraisal process would be the Initial Staffing Plan. Once the table is prepared, the training needs of each individual can be assessed; this will contribute to the preparation of the first Training Plan. TAPS can assist by providing guidelines for appraisal and training needs assessment.

Figure 6.1 WAJ AQABA – AWC Human Resources Transition Milestones



Selection for Vacant Positions

Section Five above indicated that WAJ Aqaba is currently short of qualified personnel in some AWC job groups. While a final determination of vacancies requires formal appraisal of the current staff, TAPS' informal assessment indicates the following key vacancies in the following key positions

- General Manager
- Database Administrator
- Finance and Administration Manager
- Accounting/MIS Supervisor
- Purchasing and Stores Supervisor
- Human Resources Specialist

Summary qualifications for these positions are provided in the Annex. These are all Professional positions. Early selection is advisable (especially of the General Manager and the Finance and Administration Manager) since these individuals can be charged with draft preparation of the systems, policies, procedures, plans, budgets, and reporting mechanisms which are likely to constitute milestones in the Transition Plan.

❖ 6.2 Recruitment

Recruitment is the process of engaging job candidates, whether they are current WAJ Aqaba employees or candidates selected from WAJ or the private sector. Candidates will wish to know the conditions of AWC employment, including:

- Compensation policies.
- Opportunities for professional development.
- Benefits.

The compensation policies should set out salary ranges for each job group and grade, the types of allowance, and policies regarding annual raises, etc. These are several policy options with respect to each of these areas, e.g.:

- Should AWC continue to make significant percentages of gross pay dependent upon allowances of various sorts, or should greater reliance be set on a position classification and pay structure based on systematic job evaluation?
- To what extent can the purported reluctance of professionals to work in Aqaba be mitigated by provision of career development opportunities such as membership in professional associations, attendance at conferences, and support for tuition expenses, etc?

AWC employment policy is obviously dependent upon AWC strategies to attract and retain qualified personnel. The human resource strategy should be set by the AWC board or transition management group, which should be advised by the General Manager and the Finance and Administration Manager and informed by experience of successful GOJ public utility corporatizations. TAPS can provide guidelines on formal job evaluation methodology and outline employment policies from US utilities.

❖ 6.3 Administration

This stream involves the preparation of policies and procedures regarding standard personnel actions (hiring, evaluation, discipline, grievances, etc) and the establishment of personnel files and records. TAPS can provide outline personnel policies from US utilities, modified as necessary to conform to Jordanian labor law. Coordination with the USAID/MWI FAS Project is necessary to ensure that FAS organization and personnel codes are compatible with AWC's. Key AWC counterparts include the Finance and Administration Manager, the Database Administrator, and perhaps the Information System Specialist.

ANNEX A

SUMMARY QUALIFICATIONS FOR PRIORITY RECRUITMENTS

General Manager

Masters degree in Business Administration, with water utility experience *or* Bachelors degree in engineering plus Bachelors degree in business administration and experience as follows: Ten years experience in responsible positions in public utilities, with at least five years in senior management positions in registered public companies. At least two years' experience in management or consulting for utility companies in developing countries, *or* Successful experience in consulting on or managing a significant organizational restructuring process.

Database Administrator

Bachelors degree in Computer Science, computer engineering, or management information system plus three years programming experience, *or* Bachelors degree in engineering or science with seven years' programming experience including three years as a database administrator or analyst.

Finance and Administration Manager

Bachelors degree in Business Administration or Accounting. Nine years experience in the private sector including three years as a finance manager or assistant finance manager, three years experience managing an accounting department, and two years experience in a responsible position in purchasing. Some auditing experience is desirable.

Accounting/MIS Supervisor

Bachelors degree in Accounting. Seven years experience in a responsible position in accounting management or auditing in a registered company. Three years experience managing a computerized financial management system. Two years experience in accounting or auditing in the public or private water/wastewater industry.

Purchasing and Stores Supervisor

General secondary school certificate (*tawjihi*). Seven years general administrative experience, with at least three years in a responsible position in the purchasing function of a governmental organization or private company, and three years supervisory experience.

Human Resources Specialist

Bachelors degree in management, public administration, or business administration, with substantial coursework in human resources management, plus five years experience in personnel administration and/or training program design and administration, *or* Masters degree in management or human resources field, plus two years experience in personnel or training management.

INTRODUCTION

The TAPS final draft organization and staffing plan for the Aqaba Water Company contains 88 job titles. These titles can be grouped into broad job families:

AWC Position Classification

Job Family	Job Groups
Professional	Managers Specialists Supervisors
Technical	Craftsmen Operators Technicians
Clerical	Clerical
Semi-Skilled	Semi-Skilled
Unskilled	Unskilled

Job descriptions are prepared for various reasons, including:

- Recruitment and selection.
- Performance appraisal and training needs assessment.
- Job evaluation and pay planning.

The job descriptions provided below are intended to support all of these needs. Each job description follows a uniform structure:

Purpose

A brief statement of the function of the position within the organization.

Supervision

This section indicates to whom the job holder reports and indicated: any positions the job holder exercises supervision over. Three levels of supervision are:

- Direct supervision. The subordinate's work is closely supervised by the supervisor and/or follows detailed instructions or procedures.
- Limited supervision. The subordinate works toward a specific objective(s) using a range of standard procedures and plans his/her own work, with regular checks by the supervisor.
- General supervision. The subordinate works in accordance with policies and general objectives but with little functional guidance, referring to supervisions mainly for clarification of policy. The subordinate is largely responsible for developing procedures and work practices.

The level of supervision is really an inverse indicator of the level of responsibility assigned to the jobholder. An employee who receives general or limited supervision has greater discretion in

his/her work than an employee under direct supervision; this is usually reflected in higher levels of qualification and compensation. Note however that the degree of supervision in no way detracts from the supervisor's responsibility for the subordinate's work; the difference is in the nature and style of supervision exercised by the supervisor. The degree of supervision is useful in decisions about recruitment and job evaluation.

Responsibilities

For the professional positions, these are usually listed in a sequence beginning with technical responsibilities and moving on to supervisory or managerial responsibilities (where applicable). The list of tasks is useful for performance appraisal and basic induction training/orientation.

Requirements

These are specific or general bodies of knowledge or skill which the job holder should possess or needs to acquire through education, training, job rotation, etc. Particularly useful for training needs assessment purposes, the lists of requirements are also useful for job evaluation and recruitment purposes.

Working Conditions

These are grouped into three sets of factors:

Environmental Conditions. The typical physical context of the daily work: office environment, plant environment, field environment. Where applicable, this section notes the job's exposure to disagreeable or hazardous work contexts.

Level of Physical Effort. Types and levels of physical activity demanded by the job.

Irregular Hours Requirements. Requirements for weekend or shift work, requirements for on-call availability.

The description of working conditions is useful in recruitment and job evaluation.

Qualifications

Qualifying Education and Experience. The combination of education and experience credentials understood to provide the basic knowledge and skills required of a new entrant to the organization, to be supplemented by in-service and on-job training. This information is useful for recruitment and job evaluation purposes.

Proposed Aqaba Water Company Organization

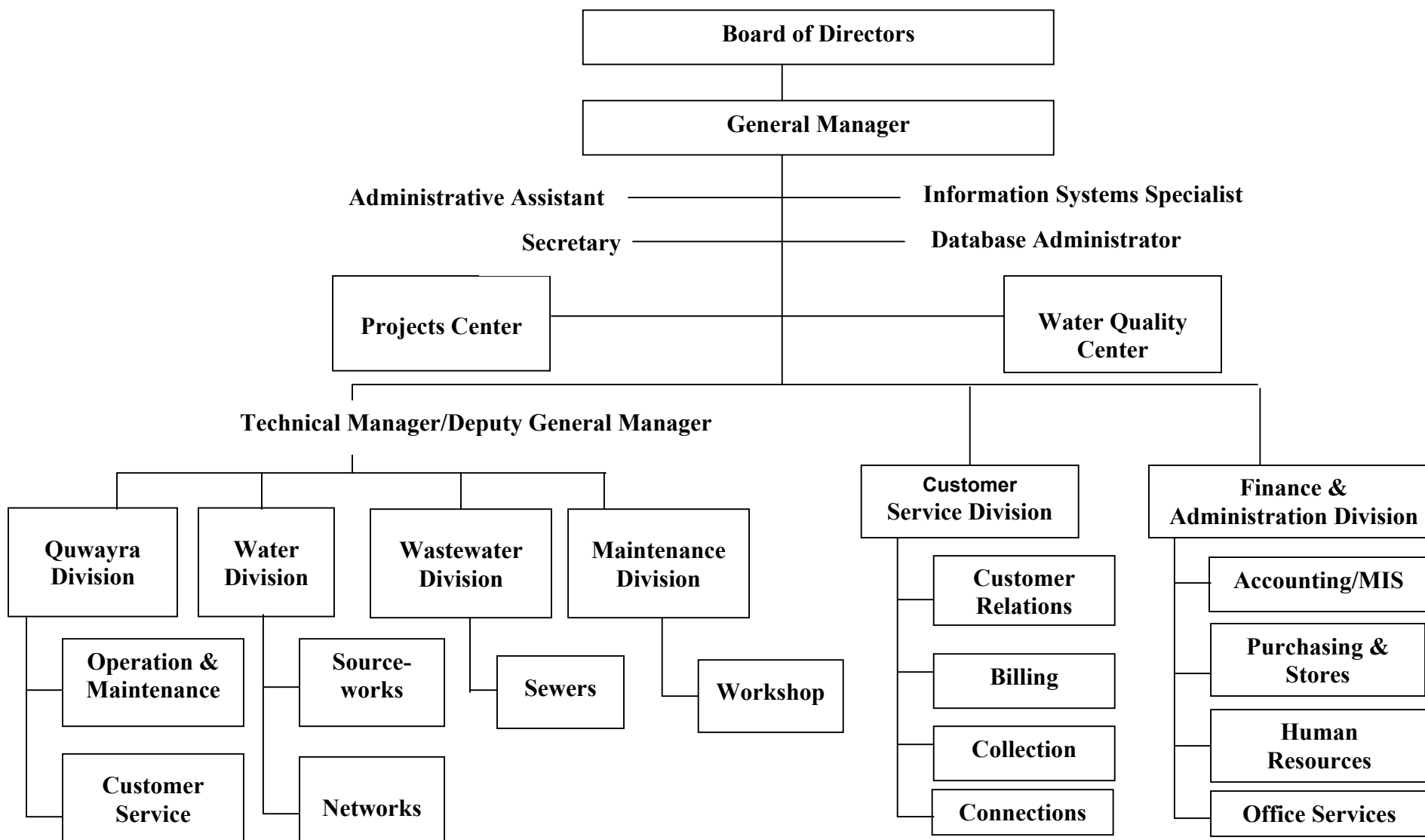


TABLE OF CONTENTS

INTRODUCTION

SECTION I

MANAGERS

General Manager	1
Technical Manager/Deputy General Manager	2
Finance and Administration Division Manager	3
Customer Service Division Manager	4
Quwayra Division Manager	5
Water Division Manager	6
Wastewater Division Manager	7
Maintenance Division Manager	8

SECTION II

SPECIALISTS

Information Systems Specialist	9
Database Administrator	10
Projects Inspector	11
GIS Specialist	12
Chemist	13
Industrial Waste Specialist	14
Wastewater Treatment Engineer	15
Financial Accountant	16
Budget and Cost Accountant	17
Treasurer	18
Contracting Specialist	19
Human Resources Specialist	20

SECTION III

SUPERVISORS

Engineering and Projects Supervisor	21
Rural O&M Supervisor	22
Rural Customer Service Supervisor	23
Sourceworks Supervisor	24
Networks Supervisor	25
Sewers Supervisor	26
Workshop Supervisor	27
Customer Relations Supervisor	28
Billing Supervisor	29
Collections Supervisor	30
Connections Supervisor	31
Accounting/MIS Supervisor	32
Purchasing and Stores Supervisor	33
Office Services Supervisor	34

SECTION IV

CRAFTSMEN

Surveyor	35
----------	----

	Water Connection Inspector	36
	Sewer Connection Inspector	37
	Inspection Technician	38
	Pipefitter	39
	Plumber	40
	Welder	41
SECTION V	OPERATORS	
	Billing System Operator	42
	SCADA and Telemetry Operator	43
	Wastewater System Operator I	44
	Wastewater System Operator II	45
	Switchboard Operator	46
SECTION VI	TECHNICIANS	
	Mapping Technician	47
	GIS Technician	48
	Leak Detection Technician	49
	Laboratory Technician	50
	Laboratory Assistant	51
	Chlorine Technician	52
	Control and Instrument Technician	53
	Maintenance Technician	54
	Electrical Technician	55
	Mechanical Technician	56
	Workshop Electrician	57
	Workshop Mechanic	58
	Meter Technician	59
SECTION VII CLERICAL		
	Administrative Assistant	60
	Secretary	61
	Customer Service Representative	62
	Senior Assessment Clerk	63
	Assessment Clerk	64
	Customer Files Clerk	65
	Data Entry Clerk	66
	Special Accounts Clerk	67
	Disconnections Clerk	68
	Debt Recovery Clerk	69
	Objections Caseworker	70
	Fixed Assets Registrar	71
	Payments and Payroll Clerk	72
	Cashiering Clerk	73
	Stores Controller	74
	Storekeepers	75
	Typist	76

SECTION VIII**SEMI-SKILLED**

Wastewater System Operator Assistant	77
Technician Assistant	78
Heavy Equipment Operator	79
Water Tanker Driver	80
Driver	81
Sewer Maintenance Worker	82
Mail Clerk	83
Meter Reader	84

SECTION VIV**UNSKILLED**

Messenger/Office Boy	85
Guard	86
Laborer	87
Janitor	88

GENERAL MANAGER

PURPOSE

To plan, direct, organize, and control the operations of the company to ensure that it meets its fundamental objectives of providing safe and continuous drinking water supply and wastewater management as efficiently as possible.

SUPERVISION

- Receives general supervision from the Chairman of the Board of Directors.
- Exercises general supervision over:
 - Technical Manager/Deputy General Manager.
 - Customer Service Division Manager.
 - Finance and Administration Division Manager.
 - Engineering and Projects Specialist.
 - Chemist.
 - Information Systems Specialist.
 - Database Administrator.
 - Administrative Assistant.

RESPONSIBILITIES

- Policy Formulation.
- Advise the company's Board on the policies and actions needed to operate, maintain, develop and improve potable water supplies and wastewater management in the company's service area, and ensure the formulation of specific policy proposals to meet the company's objectives and obligations for consideration by the Board.
- Ensure that the Board's decisions are communicated to operating units and carried out in a timely manner.
- Issue internal regulations and operating procedures to implement Board policies and conform to its reporting requirements.
- Report to the Board on the company's performance in relation to its policies, objectives and plans and make recommendations for improvements where required.
- Planning and Budgeting.
- Oversee the preparation of the company's business plan and performance improvement programs and submit them to the Board for approval.
- Review the company's draft budgets and submit them to the Board for approval.
- Issues instructions and delegates authority to carry out operations and execute capital works within approved budget guidelines, and ensure that effective controls and reporting procedures are established to monitor performance and expenditure in relation to approved plans and budgets.
- Management Control.

- Supervise the development and periodic review of the company's overall organization and management structure, and establish procedures to recruit, train and develop the staff needed to discharge the company's responsibilities.
- Establish the detailed responsibilities, approve the work program of immediate subordinates and delegate the necessary authority to them to discharge their responsibilities.
- Formally approve the appointment of company staff within agreed authority limits, and make recommendations to the Board for the appointment of staff above that level.
- Ensure that the company's operations and development activities are fully in conformity with Jordanian law and applicable regulatory provisions.
- Reporting.
- Review the financial and operational performance of the company on a regular basis, report to the Board on any significant achievement or problems, make recommendations for remedial action where necessary, and ensure that decisions are implemented.
- Operational Coordination.
- Promote and secure good communication and coordination between immediate subordinates in order to achieve effective interrelationships between planning, operations, administration and control functions.
- Ensure that adequate procedures exist for project development, operation, maintenance and administration and that they are effectively implemented.
- Counsel the managers of the company on the management of their sections and encourage mutual consultation in discharging their day-to-day responsibilities.
- Resolve any matters involving a dispute between immediate subordinates or between divisions of the company, or make appropriate recommendations to the Board for a decision.
- Financial Authority.
- Ensure that adequate accounting, expenditure, and cash management procedures and controls are in place for the company's financial statements to accurately represent the company's financial position in accordance with International Accounting Standards.
- Safeguard the company's financial position, monitor and report on its financial performance, and ensure that it discharges its financial obligations.
- Make recommendations to the Board on the charges to be levied on consumers for provision of services in the light of the company's financial objectives, position and obligations.
- Approve and sign all major contracts let by the company subject to such limit as may be determined from time to time by the Board.
- Ensure that the company develops and maintains excellent relations with local authorities at all levels throughout the company's operating area to keep informed of their development policies and programs and to ensure that utility plans and programs are as responsive as possible to local needs and circumstances.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Good knowledge of business planning and performance-based budgeting methods.
- Basic knowledge of international accounting standards, standard accounting procedures, and budget control methods.
- Working knowledge of principles of modern personnel management.
- Working knowledge of word-processing, spreadsheet, “power point”, and project management programs.
- Basic knowledge of a range of utility-related computer applications such as GIS, SCADA, computerized billing systems, and computerized maintenance management systems.
- International standards for drinking water quality, wastewater treatment, wastewater reuse, and wastewater disposal.
- Working knowledge of principles and methods of industrial wastewater permitting and compliance monitoring programs.
- Working knowledge of principles of utility regulation and tariff planning.

Ability to:

- Plan, organize, and monitor a program of institutional development aimed at transforming Aqaba utility from a field office of WAJ to an autonomous and commercially-oriented public utility company.
- Develop clear outlines for formulation of draft policies and procedures by immediate subordinates, communicate these to subordinates, and review and finalize draft policies and procedures.
- Organize and supervise the conduct of strategic/business planning processes for the Board and the company.
- Oversee the establishment of a new Finance and Administration Division.
- Oversee upgrading and integration of the utility’s computer systems and applications.
- Supervise the development of organization and staffing plans, a position classification/pay structure, and personnel policies.
- Develop strategies and plan and oversee programs to improve the relations between the utility and its customers.
- Supervise the planning and preparation of master plans, feasibility studies, and contracts for engineering design and construction supervision.
- Develop and deliver memoranda, reports, effective briefing papers and presentations for the Board, the company’s professional staff, and local and national authorities.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Minimal

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Masters degree in business administration, with water utility experience as above ***or*** Bachelors degree in engineering plus Bachelors degree in business administration and experience as below.
- Ten years' experience in responsible position in management of a registered public utility company, with at least five years in a senior management position.
- At least two years' experience in management or consulting for utility companies in developing countries, ***or*** Successful experience in consulting on or managing a significant organizational restructuring process.

TECHNICAL MANAGER/DEPUTY GENERAL MANAGER

PURPOSE

To plan, organize, direct, and control the operation and maintenance of the company's water supply and reclamation facilities. Serves as the deputy of the General Manager of the company.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises general supervision over subordinate managers:
 - Quwayra Division Manager.
 - Water Division Manager.
 - Wastewater Division Manager.
 - Maintenance Division Manger.

RESPONSIBILITIES

- Liaise with the Chemist and the Engineering and Projects Specialist over the definition of water and wastewater treatment standards. Approve policies and standards for the company's operating and maintenance activities and ensure they are observed.
- Ensure that appropriate performance standards are developed for the operation of individual water supply systems and the wastewater and reuse systems.
- Ensure the proper and economic use of the company's plant and equipment, vehicles and engineering workshops.
- Ensure that safety procedures are complied with in all O&M divisions.
- Work with the General Manager to establish multi-year and annual priorities and programs for improving the effectiveness of water and wastewater operations.
- Coordinate the preparation of the draft annual budget for the O&M divisions.
- Monitor the performance of each division against targets and initiates action to remedy weaknesses, improve performance and physical and financial control of activities. Ensure that corrective measures are implemented.
- Coordinate the regular collection of relevant operations data from the divisions and prepare reports on technical performance for inclusion in the General Manager's report to the Board.
- Coordinate the preparation of training plans for O&M staff and advises the Human Resources Specialist on O&M training priorities.
- Oversee the preparation of emergency response and contingency plans for operations facilities.
- Reallocate staff on a temporary basis among the O&M divisions to respond to emergencies or special circumstances.
- Ensure the smooth integration of planned maintenance programs into divisional operations.

- Approve or denies requests from the Engineering and Projects Specialist for assistance from O&M division employees in project design or wastewater supervision.
- Ensure understanding of and compliance with company financial and administrative policies and procedures by all subordinate staff.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design, construction, operations, maintenance, and repair of water supply and wastewater collection, treatment, and reuse systems.
- Standard principles of hydraulics, biology, chemistry, and mathematics as related to water and wastewater systems.
- Modern physical, chemical and bacterial processes involved in water and wastewater treatment.
- Basic mechanical and electrical systems.
- Utility computerized operations and maintenance management systems and applications, including MMS, GIS, and SCADA.
- Materials, methods, practices and equipment used in water and wastewater systems operation, maintenance and repair activities.
- Principles of modern supervision and management.
- Local and Jordanian regulations as applied to operations of water, wastewater and reclaimed water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature and sources of information related to potable water system management and planning.
- MS Office- type applications.
- Purchasing, human resource, and budgeting modules of the Company's computerized financial management system.
- English language.

Ability to:

- Plan, organize and direct the operations and maintenance of the water and wastewater systems.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Analyze and oversee the operation and maintenance procedures of water and wastewater systems machinery and equipment to ensure compliance with all applicable local and international regulations.
- Organize operation and maintenance schedules.

- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee and evaluate the work of subordinate personnel.
- Read, interpret and enforce local and international regulations as they apply to water treatment plants, water distribution and reclaimed water systems.
- Prepare and review reports.
- Draft, interpret, and apply O&M policies and procedures.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into reports and graphs.
- Analyze problems, identify alternative solutions and project consequences of proposed actions and implement recommendations in support of goals.
- Prepare and deliver briefings and reports to Board members, local and national authorities, customer and community representatives.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens. Occasional work in remote areas (Disi, Wadi Araba) may be required.

Physical Conditions

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time
- Operating motorized vehicles.

Irregular Hours Requirements

- The incumbent must be available on-call for response to emergencies.
- Occasional work in remote areas (Disi, Wadi Araba) may be required.
- In addition, the incumbent will be expected to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Mechanical Engineering, Civil Engineering, Sanitary Engineering, or a related field.
- Nine years of increasingly responsible experience in the operation and maintenance functions of a water and wastewater utility, including five years of administrative and supervisory responsibility.

FINANCE AND ADMINISTRATION MANAGER

PURPOSE

To ensure that an effective organization is maintained to provide the information required at all levels of the company for planning and controlling its operations, safeguarding its assets, discharging its liabilities, fulfilling its legal responsibilities and other responsibilities to interested parties; and manage the company's administration services.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises limited supervision over
 - Accounting/MIS Supervisor.
 - Purchasing and Stores Supervisor.
 - Office Services Supervisor.
 - Human Resources Specialist.

RESPONSIBILITIES

Accounting and Reporting

- Advise the General Manager on financial policy and assist him/her in carrying out the policy specified by the Board.
- Ensure that proper books of account and statistics relating to all aspects of the company's operations are kept, and that the company discharges its financial obligations.
- Ensure that all the company's transactions are authorized and controlled in accordance with the agreed procedures, and that adequate systems of internal control are maintained.
- Review regularly the systems in use to ensure these are in accordance with best practice and make optimum use of available resources.
- Supervise the preparation of annual company accounts and the compilation of regular financial and management information reports for the General Manager, the Board, and external authorities.
- Maintain and distribute an up-to-date procedures manual containing organization and accounting codes and procedures.

Budgeting and Financial Planning

- Coordinate the preparation of the company's annual operating and capital expenditure budgets, within the framework of the company's medium-term financial plan.
- Supervise the preparation of the company's financial plan, containing expenditure forecasts, revenue and capital requirements and tariff proposals to meet specified financial performance targets in close consultation with the General Manager.

Purchasing and Stores

- Supervise the company's purchasing activities and undertake the financial adjudication of tenders for bulk procurement and capital works.
- Develop inventory management policies and procedures to ensure that adequate materials and supplies are available for operations while minimizing loss, waste, and excess inventory.

Administrative Services

Ensure the general administrative needs of the organization are properly provided for, particularly in relation to:

- Janitorial services.
- Internal and external mail.
- Central filing and records.
- Secretarial services.
- Telecommunications.

Personnel Administration

- Supervise the preparation and implementation of company personnel policies and procedures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Techniques of financial analysis and planning.
- Good knowledge of International Accounting Standards.
- Basic knowledge of Jordanian governmental accounting systems.
- Purchasing and inventory control procedures.
- Cash management procedures.
- Financial auditing procedures.
- Personnel management systems.
- Standard financial management software packages.
- All modules of the Company's computerized financial accounting system.
- Principles of computer programming, operating systems, and network administration.

Ability to:

- Plan, organize and control the work of a large division engaged in diverse activities.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.

- Develop and interpret policies and procedures.
- Read, interpret and enforce local and national regulations as they apply to access to networks, billing, and collection.
- Prepare and review reports.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Conduct queries and print reports from special databases.
- Compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare and deliver briefings and presentations for board members, local and national officials, prospective creditors and investors.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITONS

Environmental Conditions

Office environment

Level of Physical Effort

Minimal

Working Conditions

Occasional weekend work

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Business Administration or Accounting.
- Nine years experience in the private sector including three years as a finance manager or assistant finance manager, three years experience managing an accounting department, and two years experience in a responsible position in purchasing. Some auditing experience is desirable.

CUSTOMER SERVICE DIVISION MANAGER

PURPOSE

To plan, organize, direct, and control the work of the work of the Customer Service Division in accounting for water and wastewater service sales, billing for water and wastewater service sales, billing for water and wastewater services, controlling access to the company's networks, and managing customer service requests and inquiries.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises limited supervision over:
 - Customer Relations Supervisor.
 - Billing Supervisor.
 - Collection Supervisor.
 - Connections Supervisor.
- Exercises technical supervision over Rural Customer Service Supervisor.

RESPONSIBILITIES

- Organize the flow of work and information within the Division.
- Prepare management reporting formats and organize report preparation routines; monitor trends in consumption, connections and collection.
- Evaluate policies and procedures and propose/draft improved policies and procedures for:
 - New connections.
 - Special connection contracts.
 - Billing and collection.
 - Disconnection and reconnection.
 - Debt recovery and write-off.
 - Installment payments/credit control.
 - Meter replacement.
- Evaluate utility by-laws and connection contracts and propose/draft improved ones.
- Review and approve special customer contracts.
- Review and approve changes to customer records related to customer profile or status, as per Company policies and procedures regarding authorization of edits to customer data.
- Record the effectiveness and timeliness of the response by other Divisions to customer requests and complaints; make recommendations to the General Manager on ways to improve responsiveness.
- Supervise the preparation of management reports on types of customer request, complaint, and inquiry.

- Plan and direct surveys and other types of information collection to assess customer needs and preferences and levels of customer satisfaction.
- Make recommendations to the General Manager on needs for and strategies of improving mutual understanding between the utility and customers; plan and manage communication programs as requested.
- Develop and monitor the implementation of tactics to ensure the integrity of meter reading, billing, and collection processes.
- Organize the consolidation of cash receipts and their delivery to the company Treasurer.
- Propose charges for meter testing and servicing of user connections, in consultation with the Accounting/MIS Department.
- Exercise technical oversight over and provide technical assistance to the Rural Customer Service Department in Quwayra District.
- Participate in tariff studies.
- Participate in the development of goals, objectives, policies, and priorities for customer service; identify resource needs.
- Oversee, review and approve recruitment, hiring, training and discipline of Division personnel.
- Lead in the development and administration of the Division budget; forecast funds needed for staffing, equipment, materials, and supplies.
- Oversee and ensure that staff are properly trained in safety procedures and obtain required training or experience.
- Identify opportunities for improving methods and procedures; review with appropriate management staff; implement improvements.
- Coordinate assigned services and activities with those of other divisions.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.
- Ensure that personnel in the Division are aware of and follow local and Jordanian policies and regulations.
- Act as expert witness in legal matters concerning the Division.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Utility policies and procedures regarding connections, billing, and collection.
- Standard indicators of customer service delivery and customer satisfaction.
- Materials, methods, practices and equipment used in meter reading, billing, collection, connections, and meter maintenance.
- All modules of the Company's customer information system (CIS).
- Accounts receivable, cash management, and purchasing modules of the Company's computerized financial accounting system.
- Utility computerized maintenance management system (MMS) operations.

- Principles of modern supervision and management as applied to customer service systems and personnel.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods, and computer equipment.
- Basic principles of programming, operating systems, and network administration.
- MS Office-type suite of applications.
- English language.

Ability to:

- Plan, organize and control the work of a large division engaged in diverse and often sensitive activities.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Develop and interpret policies and procedures.
- Read, interpret, and apply local and national regulations as they apply to access to networks, billing, and collection.
- Prepare and review reports.
- Prepare and deliver briefings and presentations to Board members, local and national officials, large customers, and community groups.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain high level of integrity.

WORKING CONDITIONS

Environmental Conditions

- Normally, office environment.
- Occasional field visits to remote areas (Wadi Araba, Quwayra) may be required.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Infrequent, but the incumbent must be available on-call to respond to emergencies.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree in engineering, business administration, or sales/marketing.
- Seven years of increasingly responsible experience in customer service functions, preferably in a public utility organization, including two years of administrative and supervisory responsibility.
- Three years experience in management of computerized billing systems.

QUWAYRA DIVISION MANAGER

PURPOSE

To plan, organize, direct, and control the company's facility O&M and customer service activities in the Quwayra District service area.

Supervision

- Receives general supervision from the Technical Manager/Deputy General Manager.
- Exercises limited supervision over Rural O&M Supervisor and Rural Customer Service Supervisor.

RESPONSIBILITIES

- Assess the condition of Quwayra wells, pumping stations, and reservoirs in consultation with the Maintenance Division Manager, develop maintenance programs and schedules.
- Plan and direct routine maintenance tasks of the Quwayra Division.
- Develop contingency plans for response to service interruptions arising from plant failures or network breaks, and oversee repair/response activities; investigate all failures/breakdowns and prepare incident reports for the Technical Manager/Deputy General Manager.
- In consultation with the Purchasing and Stores Department of the company's Finance and Administration Division, develop and oversee the implementation of an optimal distribution and layout of Quwayra Division stores.
- Assess the technical feasibility of a program of night-flow monitoring to estimate leakage levels in the individual networks of the Division, assist in planning the program and oversee its implementation.
- Ensure provision of as-built drawings of pipelines and networks to the Projects Center, and provide additional mapping detail as requested.
- Prepare regular periodic reports on water plant operation hours, output, and billed consumption in each of the individual networks in the service area.
- Evaluate the company's customer service policies and procedures as applied in the District; work with the Customer Service Division Manager to revise or improve them as necessary in relation to work and customer conditions in the District.
- Work with the Customer Service Division Manager and the Technical Manager/Deputy General Manager to design the management reports of the Division; work with subordinates to ensure accurate record keeping and timely reporting.
- Serve as instructed as the company's representative in meetings with district and village level local authorities and community groups.
- Reallocate Division staff on a temporary basis in response to emergency situations or periodic imbalances in workload.

- Participate in the planning, design, and construction supervision of new facilities in the service area as requested.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Participate in the development and implementation of goals, objectives, policies, and priorities for the Division; identify resource needs; recommend and implement policies and procedures.
- Lead in the development and administration of the Division's budget; forecast funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.
- Oversee, review and approve recruitment, hiring, training and discipline of Division personnel.
- Oversee and ensure that staff are properly trained in safety procedures and obtain required distribution and operation experience or other experiences as required.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.
- Ensure that personnel in the Division are aware of and follow local and Jordanian policies and regulations.
- Act as the expert witness in legal matters concerning the Division.
- Coordinate the activities of the Division with other divisions of the company.
- Ensure the adherence to safe work practices by subordinate personnel.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design, construction, operation, and maintenance of small water supply and distribution systems.
- Basic principles of hydraulics, biology, chemistry and mathematics as related to water wells and distribution systems.
- Basic mechanical and electrical systems.
- Materials, methods, practices and equipment used in potable water systems operation, maintenance and repair activities.
- Company customer service policies and procedures.
- Company meter reading, billing, and collection routines.
- Principles of modern supervision and management as applied to water systems and customer service.
- Local and Jordanian regulations as applied to operations of water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods and computer equipment.

- Recent developments, current literature and sources of information related to potable water treatment operation, maintenance and distribution.
- Budgeting, purchasing, human resource, and accounts receivable modules of the Company's computerized financial accounting system
- English language

Ability to:

- Plan, organize and direct the work of staff engaged in a variety of tasks and functions.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Read, interpret and enforce relevant local and Jordanian regulations.
- Prepare and review reports.
- Interpret and apply administrative and departmental policies and procedures.
- Understand the organization and operation of the local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.
- Conduct queries and print reports from special databases.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to traffic, chemicals, machinery, electrical systems and computer screens.
- The work location (Quwayra town and district) is rural and lacking in many cultural amenities.

Level of Physical Effort

Walking, standing, sitting, or driving for long periods of time; operating motorized vehicles.

Irregular Hours Requirements

The incumbent must be available on call to respond to emergencies.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree with major course work in Mechanical Engineering, Civil Engineering, Environmental Engineering, or a related field.
- Six years of increasingly responsible experience in the operation and maintenance of small, preferably rural, water systems, including two years of administrative and supervisory responsibility.
- Some experience in customer relations management, billing, or collection is desirable.

WATER DIVISION MANAGER

PURPOSE

To plan, organize, direct, and control the operation and maintenance of the rural sourceworks (Disi & Wadi Araba), pumping stations, transmission mains, water treatment plants, water distribution systems, and all associated activities and functions.

SUPERVISION

- Receives general direction from the Technical Manager/Deputy General Manager.
- Exercises limited supervision over:
 - Sourceworks Supervisor
 - Networks Supervisor
 - SCADA and Telemetry Operator
 - Heavy/Equipment Operator.

RESPONSIBILITIES

- Control and manage the operation of the main Disi-Aqaba system, the city water distribution system, and rural water systems in Wadi Araba.
- Plan, organize, direct and review activities of subordinate supervisors in the operation, maintenance and regulatory compliance of all elements of the potable water system including the water wells, water distribution system, reservoirs, and water pumping stations.
- Develop and implement contingency plans for coping with interruption in bulk water supply.
- Perform the inspection of water distribution facilities and equipment for needed maintenance and repairs.
- Assist the Projects Center in design and construction activities related to water supply projects.
- Supervise the operation and maintenance of the Supervisory Control and Data Acquisition system (SCADA).
- Initiate and administer special projects for the water supply and water distribution systems.
- Participate in review of local physical development activities, projects, and ordinances that impact the water systems.
- Participate in the development of goals, objectives, policies, and priorities for water system operation and maintenance; identify resource needs.
- Lead in the development and administration of the Division budget; forecast funds needed for staffing, equipment, materials, and supplies.
- Oversee, review and approve recruitment, hiring, training and discipline of Water Division personnel.
- Oversee and ensure that staff are properly trained in safety procedures and obtain required distribution and operation experience or other experience as required.

- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Plan, budget for, and manage the implementation of valve exercising program, mains flushing program, and leak repair program.
- Coordinate assigned services and activities with those of other divisions.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.
- Ensure that personnel in the Water Division are aware of and follow local and Jordanian policies and regulations.
- Act as expert witness in legal matters concerning the Water Division.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design and construction of water supply and distribution systems.
- Standard principles of hydraulics, biology, chemistry and mathematics as related to water wells and distribution systems.
- Modern physical, chemical and bacterial processes involved in water treatment, water distribution and transmission systems.
- Basic mechanical and electrical systems.
- Utility computerized operations and maintenance management systems and applications, especially MMS, GIS, and SCADA.
- Materials, methods, practices and equipment used in potable water systems operation, maintenance and repair activities.
- Principles of modern supervision and management as applied to water transmission and distribution systems and personnel.
- Local and Jordanian regulations as applied to operations of water, wastewater and reclaimed water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature and sources of information related to potable water system management and planning.
- Budgeting, purchasing, and human resource modules of the Company's computerized financial accounting system.
- English language.

Ability to:

- Plan, organize and direct the operations and maintenance of the water transmission and distribution systems.
- Manage and coordinate the work of supervisory, technical and clerical personnel.

- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Select, train, evaluate, and develop staff.
- Read, interpret and enforce local and international regulations as they apply to water treatment plants, water distribution and reclaimed water systems.
- Prepare and review reports.
- Interpret and apply administrative and departmental policies and procedures.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.
- Conduct queries and print reports from special databases.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens. Occasional work in remote areas (Disi, Wadi Araba) may be required.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

- The incumbent must be available on-call for response to emergencies.
- Occasional work in remote areas (Disi, Wadi Araba) may be required.
- In addition, the incumbent will be expected to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree in Mechanical Engineering, Civil Engineering, Environmental Engineering, or a related field.
- Seven years of increasingly responsible experience in the operation and maintenance of a water supply system, including two years of administrative and supervisory responsibility.

WASTEWATER DIVISION MANAGER

PURPOSE

To plan, organize direct, and control the operation and maintenance of the company's wastewater treatment, reuse, and collection systems and all associated activities and functions.

SUPERVISION

- Receives general direction from the Technical Manager/Deputy General Manager.
- Exercises limited supervision over
 - Wastewater Treatment Engineer.
 - Sewer Supervisor.
 - Wastewater System Operators.

RESPONSIBILITIES

- Plan, organize, direct and review activities of subordinate supervisors in the operation, maintenance and regulatory compliance of all elements of the wastewater collection, reclamation, pumping and force main and wastewater treatment plant.
- Exercise direct planning and control over wastewater pumping operations.
- Oversee and monitor the new sewer connections program.
- Oversee and monitor records and reports of sewage flow and power use.
- Oversee and monitor sanitary land-based disposal of sewage received at the treatment plant.
- Coordinate with the Maintenance Division Manager to ensure smooth integration of planned maintenance program activities with Division operations.
- Initiate and administer special projects for the wastewater collection, wastewater treatment and reclamation systems.
- Review local physical development activities, projects, and ordinances that impact the wastewater systems.
- Assist the Projects Center in the planning, design, and construction supervision of wastewater facilities.
- Participate in the development of goals, objectives, policies, and procedures for wastewater system operations; identify resource needs.
- Lead in the development and administration of the Division's budget; forecast funds needed for staffing, equipment, materials, and supplies; monitor of and approve expenditures; recommend adjustments as necessary.
- Oversee, review and approve recruitment, hiring, training and discipline of Wastewater Division personnel.
- Oversee and ensure that staff is properly trained in safety procedures.
- Prepare reports and intra-company correspondence, and prepare draft official correspondence, and prepare draft official correspondence.

- Ensure that personnel in the Wastewater Division are aware of and follow local and Jordanian polices and regulations.
- Act as expert witness in legal matters concerning the Wastewater Division.
- Coordinate the activities of the Wastewater Division with other company divisions.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Design and construction of wastewater collection and treatment systems.
- Principles of modern supervision and management as applied to wastewater systems and personnel.
- Modern physical, chemical and bacterial processes involved in wastewater collection and treatment systems.
- Local, Jordanian, and international regulations and procedures as applied to operations of wastewater systems.
- Procedures and practices of budget preparation and control.
- Good knowledge of electrical and mechanical systems.
- Recent developments, current literature and sources of information related to wastewater system management and planning.
- SCADA-based operations control systems and computerized GIS and maintenance management programs.
- Budgeting, purchasing, and human resource modules of the Company's financial accounting set.
- English language.

Ability to:

- Plan, organize and direct the operations and maintenance of the wastewater collection and treatment systems.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Analyze treatment procedures to ensure compliance of the wastewater systems with all applicable local, Jordanian, and international regulations.
- Prepare operation and maintenance work schedules.
- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Read, interpret and enforce local and national regulations as they apply to wastewater systems.
- Prepare and review reports.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Interpret and apply policies and procedures.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office in wastewater treatment plant.
- Occasional exposure to traffic, chemicals, electrical systems machinery, and computer screens.
- Indirect exposure to untreated and treated wastewater.

Physical Conditions

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

- The incumbent must be available on-call for response to emergency situations.
- In addition, the incumbent will be expected to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience

- Equivalent to a Bachelors degree from an accredited college or university with major course work in Mechanical Engineering, Civil Engineering, Environmental Engineering, or a related field. Advanced courses in Water or Wastewater Science.
- Seven years of increasingly responsible experience in the operation and maintenance of a wastewater collection, treatment, and reuse system, including two years of administrative and supervisory responsibility.

MAINTENANCE DIVISION MANAGER

PURPOSE

To plan, organize and direct planned preventive maintenance of water, wastewater, and reuse facilities and equipment and company vehicles; assist in repair work, and perform a variety of technical tasks relative to assigned area of responsibility

SUPERVISION

- Receives general direction from the Technical Manager/Deputy General Manager.
- Exercises direct supervision over:
 - Maintenance Division staff.
 - Workshop Supervisor.

RESPONSIBILITIES

- Prepare a detailed technical inventory of the company's fixed and moving mechanical and electrical assets.
- Assess the routine and specialized maintenance needs of each asset, identify and classify the types of maintenance to be performed, their periodicities, and their skill, equipment, and supply requirements.
- Develop maintenance task schedules for each asset.
- In consultation with the Technical Manager/Deputy General Manager and the O&M division managers, allocate responsibility for each task to the appropriate Division and department.
- Plan, organize, and direct the implementation of maintenance activities assigned to the Maintenance Division.
- Inspect the quality and regularity of maintenance tasks performed by other divisions, and report problems to the Technical Manager/Deputy General Manager.
- Provide specialized repair assistance to divisions as required.
- Assist in supervision of capital works construction as requested.
- Assist in preparation of terms of reference and specifications for maintenance service contracts.
- Participate in the development of goals, objectives, policies, and priorities for water and wastewater systems operation and maintenance; identify resource needs.
- Lead in the development and administration of the division budget; forecast funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and materials.

- Train and assist employees to interpret drawings, blueprints, schematics and diagrams for a variety of utility systems.
- Ensure that records on work, time, and materials usage are maintained.
- Ensure that personnel in the Maintenance Division are aware of and follow relevant policies and regulations.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Ensure the adherence to safe work practices by subordinate personnel.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and best practices in water/wastewater plant, heavy equipment, and vehicle maintenance.
- Advanced knowledge of mechanical and electrical systems of water/wastewater fixed plant, heavy equipment, and vehicles.
- Computerized maintenance management systems and applications, project management applications (e.g., MS Project).
- Materials, methods, practices and equipment used in water and wastewater systems installation, operation, maintenance and repair activities.
- Procedures of preventive maintenance related to utility treatment, distribution and collection system equipment and vehicles.
- Principles of modern supervision and management.
- Local and Jordanian regulations as applied to operations and maintenance of water, wastewater and reclaimed water systems.
- Procedures and practices of budget preparation and control.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles and procedures of record keeping and reporting.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods and computer equipment.
- Budgeting, purchasing, and human resource modules of the company's computerized financial accounting system.
- English language.

Ability to:

- Plan and organize maintenance of water and wastewater treatment supply and distribution systems.
- Manage and coordinate the work of supervisory, technical and clerical personnel.
- Operate computerized maintenance management systems to schedule and control planned maintenance for a variety of facilities and vehicles and to maintain adequate inventories.
- Conduct queries and print reports from special databases.
- Prepare routine and preventive maintenance schedules.

- Advise and coordinate work with staff, contractors, consultants and a variety of agencies.
- Direct, oversee, supervise and evaluate the work of personnel and conduct personnel actions such as training or discipline as necessary.
- Prepare and review operation and maintenance reports and special studies on water, wastewater and reclaimed water systems as requested.
- Interpret and apply administrative and departmental policies and procedures.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Coordinate and compile information and statistics into complete records and reports.
- Oversee and maintain a variety of maintenance and repair records.
- Analyze problems, identify alternative solutions and project consequences of proposed actions and implement recommendations in support of goals.
- Lead in the diagnosis, disassembly, and repair of water and wastewater system equipment.
- Teach employees to read and understand various manuals, blueprints, and schematics.
- Apply good judgment and practical knowledge to resolve unusual or irregular operation and maintenance problems.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Treatment plant and network system environment.
- Exposure to traffic, heat, cold, and inclement weather confined spaces, chemicals, electrical systems, machinery, and computer screens.
- Indirect exposure to untreated and treated wastewater.
- Regular but infrequent travel to and work in remote areas (Disi, Wadi Araba, Quwayra).

Level of Physical Effort

Work may involve frequent standing, walking, squatting, and occasional lifting.

Irregular Hours Requirements

- The incumbent must be available on call to respond to emergency situations.
- In addition, the incumbent will be required to manage the company's operations evening shift approximately seven days each month.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Mechanical Engineering, Sanitary Engineering, or a related field.
- Six years of increasingly responsible experience in the operation and maintenance of water and wastewater treatment plants and pumping systems, including two years of administrative and supervisory responsibility.
- Experience in fleet maintenance.

INFORMATION SYSTEMS SPECIALIST

PURPOSE

To plan and manage the acquisition, installation, maintenance, and operation of the utility's computer information technology.

SUPERVISION

Receives general supervision from the General Manager.

RESPONSIBILITIES

- Investigate, analyze, and resolve hardware and associated software and communications problems on utility computer systems; perform complex hardware repairs and maintenance on a range of computers and peripherals.
- Provide advanced hardware technical assistance and support.
- Troubleshoot system hardware, software, and communication failures and conflicts.
- Evaluate existing computer systems hardware, perform system upgrades; customize and test computer systems, and resolve configuration conflicts and errors.
- Research, analyze, and recommend appropriate computer hardware for customized computer configurations.
- Install, integrate, and configure computer systems and hardware.
- Develop information services and network policies, operational procedures and guidelines.
- Develop long range IT plan including consideration of hardware and software, human resources, facilities, etc.
- Develop capital and O&M budgets for the utility's information technology.
- Prepare TORs and specifications for hardware supply, installation and service contracts.
- Serve as a technical resource to departments regarding network and information technology.
- Prepare conceptual and detailed program designs, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics and maintenance requirements of a range of computers, servers, printers, digitizers, and other types of IT hardware.

- GIS and SCADA systems.
- Principles of information system configuration and network administration.
- Principles of budget preparation and control.

Ability to:

- Procure and manage IT supply, installation, maintenance, and servicing contractors.
- Troubleshoot and effectively diagnose operating problems and configuration conflicts and errors.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals and technical procedures.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

Minimal

Irregular Hours Requirements

Minimal. Occasional downtime troubleshooting and maintenance.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in computer engineering or computer science, with five years' in increasingly responsible work in information technology procurement, maintenance, and troubleshooting, including at least two years experience as a network administrator.

DATABASE ADMINISTRATOR

PURPOSE

To track, maintain, and upgrade all company databases to enhance operational efficiency and expand analytical capacity.

SUPERVISION

Receives limited supervision from the General Manager.

RESPONSIBILITIES

- Assess user needs for database customization and/or exchange of data between databases.
- Undertake development work on databases: help with application development, design and create database objects, migrate from test to production, and implement batch schedules.
- Develop database structures and default data modification tools.
- Develop customized report structures and reporting routines.
- Perform or supervise all structural changes to databases.
- Review all data models for technical accuracy; enforce modeling and naming standards.
- Monitor database performance.
- Install and maintain software used for supporting and monitoring databases.
- Develop, maintain, and test back-up and recovery plans.
- Develop data security policies and procedures, train system users, and monitor compliance.
- Administer the data server: monitor disk space and the database log, back data up, and protect the integrity of the data.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard query language (SQL) programming.
- Relational databases.
- COBOL and Oracle-based environments.
- Logical modeling; software design, development, and documentation.
- Data loads, installation, back-up, recovery, and performance tuning.
- Data migration, capacity planning, and warehousing.

- English language.

Ability to:

- Work closely with engineering, commercial, and financial specialists to understand their data collection, processing, and analysis needs and constraints.
- Translate user functional and analytic requirements into code.
- Prepare software/database development or maintenance contract TORs and specifications; monitor progress of work.
- Work with developers in database interfacing and query tuning.
- Train system operators and users.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Occasional off-hours troubleshooting and maintenance.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in Computer Science, computer engineering, or management information system plus three years programming experience, *or* Bachelors degree in engineering or science with seven years' programming experience including three years as a database administrator or analyst.

PROJECTS INSPECTOR

PURPOSE

Under limited supervision and sometimes in consultation with the company's division managers and department supervisors, follow up the progress and quality of the company's capital improvement and rehabilitation projects. In addition, assist the Engineering and Projects Specialist in the preparation of specifications, engineering reports, drawings, and terms of reference for design and construction services.

SUPERVISION

Receives direct supervision from Engineering and Projects Supervisor.

RESPONSIBILITIES

- Assist the Engineering and Projects Supervisor in supervision of rehabilitation and capital improvement projects.
- Assist the Engineering and Projects Supervisor in the assessment of needs for extension and rehabilitation works and in the preparation of term of reference for engineering design and construction management services.
- Assist in the preparation of preliminary engineering designs, drawings, technical specifications, costs, quantity estimates and other contract documents for assigned projects including utilizing a variety of computer software programs; perform detailed calculations and computations on engineering projects; prepare and/or review the adequacy and accuracy of computations, preliminary layouts and design work from field and survey data.
- Assess needs for changes to approved plans and specifications.
- Assist in processing a variety of permits.
- Provide assistance to construction operators in the interpretation of plans and resolution of problems during construction; review as-built plans to ensure compliance with original plans and specifications.
- Provide supervision and quality control over the work of pipeline installation and replacement engineering design and construction supervision contracts.
- Ensure provision of adequate and accurate as-built drawings by construction operators.
- Participate in construction field activities including evaluation, sampling and testing existing surfaces including asphalt and soil; mark and layout field work locations.
- Report daily to the Engineering and Projects Specialist on progress on assigned projects.
- Participate in the training of engineering staff and divisional managers.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and practices of water and wastewater engineering.
- Terminology, methods, practices, and techniques used in technical engineering report preparation.
- Materials, tools, and equipment used in engineering projects.
- Principles of mathematics as applied to engineering work.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature, and sources of information regarding water and wastewater engineering.
- Local and Jordanian laws, codes, and regulations including civil engineering laws and regulations.
- Computerized utility engineering design and hydraulic analysis programs.
- English language.

Ability to:

- Prepare and review engineering plans, designs, and specifications.
- Supervise water and wastewater engineering activities for assigned projects.
- Prepare and maintain technical civil engineering records.
- Operate computer-based engineering systems.
- Participate in professional journey-level engineering activities for assigned projects.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, memoranda, terms of reference, and official correspondence.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.

- Operating motorized vehicles.

Irregular Hours Requirements

Occasional night-time work if project construction work inspection requires it.

QUALIFICATIONS**Qualifying Education and Experience**

- Bachelors degree from an accredited college or university with major course work in civil engineering, mechanical engineering or related field. Coursework in sanitary engineering.
- Three years of increasingly responsible experience of professional projects engineering in the water and wastewater systems including two years of administrative and supervisory responsibility.

GIS SPECIALIST

PURPOSE

To provide several parts of the company with information and analysis on design and performance of the water distribution and wastewater collection systems for planning and control purposes.

SUPERVISION

- Receives limited supervision from the Engineering and Projects Supervisor.
- Exercises direct supervision over:
 - GIS Technician.
 - Mapping Technician.
 - Leak Detection Technician.

RESPONSIBILITIES

- Direct the operation and expansion of the utility's geographical information system (GIS), which provides spatial and content information on the water distribution and wastewater collection networks.
- Plan and direct the work of the Mapping Technician in editing GIS data to reflect expansion or modification in the networks or add detail on current maps and overlays.
- Plan and direct the work of the GIS Technician in preparing and issuing reports, maps, and work orders.
- Assess database and system development requirements for additional overlays, such as information on consumption by distribution zone, flows by collection zone, and pressures throughout the system, and coordinate GIS development with company computer specialists.
- Plan and direct systematic leak detection and manhole detection surveys.
- Prepare analytical reports for the Engineering and Projects Supervisor and the Technical Manager on the hydraulic and structural condition of the networks.
- Advise on control zones and flow monitoring requirements.
- Analyze losses and unaccounted-for water within the system.
- Prepare specifications for bulk meter purchase and installation.
- Conduct (or supervise the conduct of) hydraulic analyses to identify flows in pressure; performs simulations to demonstrate the effect of planned projects on pressures and supplies throughout the system.
- Participate in the planning and design of network rehabilitation, extension, and upgrading projects.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.

- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Planning, engineering design, construction standards, materials, and maintenance of distribution and collection systems.
- Principles and techniques of hydraulic analysis.
- Engineering mathematics.
- GIS programming and operating systems.
- Computer-based engineering design and hydraulic analysis applications.
- Familiarity with SCADA type operations control systems.
- Ultrasound and other leak detection and metal detection equipment
- English language.

Ability to:

- Manage all aspects of GIS operation.
- Define requirements for development of new system overlays.
- Develop and enforce standards for as-built drawings of pipelines.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Normally, office environment

Level of Physical Effort

Minimal

Irregular Hours Requirements

Minimal, may occasionally need to respond to service interruption emergencies.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in civil engineering with coursework in hydraulic engineering, hydraulic analysis or fluid mechanics, and computer-assisted design.
- Three years professional experience in water and sewer system planning and engineering design.
- At least one year's experience in GIS management.

CHEMIST

PURPOSE

To manage the water quality monitoring and control programs of the Aqaba water supply, wastewater management, and effluent distribution utility, including the development and implementation of sampling and testing programs, the provision of professional guidance on effluent reuse and disposal, and the investigation and mitigation of sources of water source pollution. Manage regulatory compliance elements of the utility's wastewater reuse program. May perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises direct supervision over
 - Laboratory Technicians
 - Laboratory Assistants
 - Driver
- Exercises limited supervision over the Industrial Waste Specialist.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Water Quality Center.
- Assemble and maintain an up-to-date collection of international, national and local water quality standards applicable to raw water sources, drinking water supply, wastewater treatment and disposal, reuse and industrial wastewater discharge permitting.
- Plan, prioritize, assign, supervise and review the work of staff responsible for performing chemical, biological, and bacteriological analysis of drinking water, wastewater, reclaimed water, biosolid waste, soils, industrial waste samples, volatile organic compounds and total organic carbon.
- Define the frequencies for sampling of various water and wastewater facilities and sources, the required analytical parameters and methods and the sample points.
- Establish schedules and methods for collecting samples; coordinate with local authorities as needed; establish analytical procedures and determine priorities.
- Oversee installation of automatic samplers and flow measurement equipment; ensure adherence to safe work practices.
- Direct special investigations in drinking water, wastewater, reclaimed water, biosolids waste, soils, industrial pretreatment waste and process control; recommend changes as appropriate.
- Seek the approval of the General Manager for by-laws regarding industrial sewer connections and wastewater reuse and assist the General Manager in convincing concerned regulatory authorities of the need for such by-laws.
- Prepare specifications for equipment and supplies as needed.

- Recommend outside laboratory service support; coordinate services and oversee contract agreements.
- Prepare, organize, and complete monthly, quarterly, and annual reports on drinking water, wastewater discharge, reuse, and biosolid applications; ensure compliance with established regulations.
- Prepare plans and budgets for the water quality monitoring programs, including the preparation of TORs for sampling and analysis programs to be contracted out.
- Report instance of substandard water quality to the General Manager, and conduct follow-up investigations as required.
- Investigate sources of contamination or pollution of local water sources, and recommend remedies to the General Manager.
- Advise the Wastewater Division on the zoning and allocation of reuse water supply and effluent disposal.
- Consult with Wastewater Treatment Engineer about possibilities for improvement in treatment process.
- Advise the General Manager and, as instructed, local authorities on public health requirements regarding public access to reuse and disposal sites.
- Participate in regulatory agency studies or technical consultant evaluations of existing chemical and bacteriological analysis methods.
- Participate in the selection of laboratory staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Participate in the preparation and administration of the Water Quality Center budget; submit budget recommendations; monitor expenditures.
- Ensure the adherence to safe work practices and procedures.
- Estimate time, materials, and equipment required for jobs assigned; requisition materials as required.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, services and activities of a water and wastewater treatment laboratory testing program.
- Laboratory procedures, techniques, and equipment relating to water and wastewater analysis.
- Techniques of examination and identification of organisms and microorganisms of clean water, polluted water and estuarine water.
- Basic principles of design and operation of irrigation systems using treated wastewater.

- Methods and techniques of wastewater pretreatment, biosolid land application, and wastewater reuse.
- Methods and techniques of handling hazardous materials.
- Advanced principles of chemistry, bacteriology, biology, and physics.
- Chemical, biological, bacteriological and physical characteristics of drinking water, wastewater, biosolids, and soils.
- Qualitative and quantitative analysis, organic and inorganic physical chemistry.
- Relevant local, national, and international laws, codes and regulations.
- Occupational hazards and standard safety practices.
- Techniques of budget preparation and control.
- Principles of supervision and training.
- Recent developments, current literature and information related to water reclamation.
- English language.

Ability to:

- Supervise, organize, and review the work of specialist and technical staff.
- Initiate and conduct complex research projects.
- Analyze, interpret, and apply the results of laboratory testing.
- Plan, direct and coordinate the activities of a technical laboratory.
- Conduct chemical, biological, and physical analysis of environmental samples.
- Interpret and apply pertinent local laws, codes and regulations.
- Enforce necessary regulations with firmness and tact.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, official correspondence, briefing papers, and memoranda.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications; design and manage a water quality monitoring and analysis database.

WORKING CONDITIONS**Environmental Conditions**

- Laboratory environment
- Exposure to hazardous chemicals, infectious waste, and computer screens.
- Exposure to untreated and treated wastewater and reclaimed water.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree with major course work in biology, chemistry, bacteriology, sanitary engineering, chemical engineering, public health engineering or a related field.
- Five years of experience conducting a variety of tests in a chemical or biological laboratory, including two years of supervisory responsibility.

INDUSTRIAL WASTE SPECIALIST

PURPOSE

To ensure the protection of the company's wastewater collection and treatment systems from exposure to "categorical pollutants", i.e., substances in untreated wastewater which have the potential to damage the sewer fabric or reduce the effectiveness of biological wastewater treatment processes.

SUPERVISION

- Receives limited supervision from the Chemist.
- Exercises direct supervision over assigned technical staff, including:
 - Laboratory Technician.
 - Laboratory Assistants.

RESPONSIBILITIES

- Compile and review Jordanian and ASEZA laws and regulations regarding the discharge of industrial wastewater to public sewers, and assess these regulations from the standpoint of their adequacy in protecting the company's wastewater system assets and performance.
- Develop, as necessary, additional regulations, requirements, or procedures for incorporation into company by-laws and permits for sewer connection by industries and business which potentially discharge categorical pollutants, and assist the Chemist as required in convincing concerned regulatory authorities of the need for such by-laws.
- Design and conduct (or oversee conduct of) a survey of all industrial facilities in Aqaba city with a view to identifying facilities likely to use or generate categorical pollutants, and rank the facilities in terms of the magnitude of the threats posed by their discharge of untreated industrial wastewater to company sewers.
- Develop an annual industrial wastewater sampling and testing plan, identify the facilities to be monitored, the parameters to be analyzed for, and the sampling points and frequencies.
- Conduct (or commission and supervise the conduct of) annual facility inspections, sampling, and testing programs.
- Identify cases of violation with the company's industrial wastewater permit conditions, request concerned users to submit plans for compliance, and review compliance plans. Advise the Chemist on recommended action (denial of connection, disconnection, or compliance monitoring).
- Research and compile information on industrial wastewater pretreatment and source reduction methods and technologies.
- Monitor compliance by concerned users.
- Prepare documentation pursuant to recommendations for disconnection.

- Assist in the preparation of estimates of damages caused by user violations of the company's industrial wastewater permit conditions.
- Advise on appropriate approaches to recovering the company's permitting and compliance monitoring costs.
- Prepare draft budget for the company's industrial wastewater permitting and compliance monitoring activities.
- Train company employees in the proper and safe collection, handling, analysis, and reporting of industrial wastewater.
- Prepare draft correspondence with concerned users for review by the Chemist.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard industry classifications, materials and chemical reactions occurring in typical industrial processes.
- The types of categorical pollutants and the types of industry and industrial process in which they are used or generated.
- Methods for sampling and analysis of industrial wastewater.
- Laboratory procedures, techniques, and equipment relating to water and wastewater analysis.
- Types of industrial pretreatment technology, and methods of source reduction.
- Methods and techniques of wastewater pretreatment facility inspection.
- Methods and techniques of handling hazardous wastes.
- Advanced principles of chemistry, bacteriology, biology, and physics.
- Chemical, biological, bacteriological and physical characteristics of drinking water, wastewater, biosolids, and soils.
- Qualitative and quantitative analysis, organic and inorganic physical chemistry.
- Relevant local, national, and international laws, codes and regulations.
- Occupational hazards and standard safety practices.
- Principles and practices of program development and implementation.
- Principles and practices of research, analysis, and report preparation.
- Recent developments, current literature and information related to industrial wastewater pollution prevention and control.
- English language

Ability to:

- Explain the company's permit and inspection procedures to local establishments and authorities.

- Supervise and train lab technicians and assistants.
- Initiate and conduct complex research projects.
- Analyze, interpret, and apply the results of laboratory testing.
- Gather, compile, analyze, and make recommendations on data.
- Conduct chemical, biological, and physical analysis of environmental samples.
- Enforce necessary regulations with firmness and tact.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Apply mathematical, engineering, accounting, or financial concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret technical instructions and deal with abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

- Office Environment.
- Water treatment plant and water treatment distribution system environment.
- Exposure to hazardous chemicals, infectious waste, and computer screens.
- Exposure to untreated and treated wastewater.

Level of Physical Effort

Walking, standing, or sitting for long periods of time; operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in chemistry, chemical engineering, or sanitary engineering, with coursework in environmental chemistry and analytical chemistry.
- Three years' experience in a responsible position in industrial environmental auditing, enforcement, or compliance, in an operational or consulting capacity.
- Laboratory experience highly desirable as well as affiliation with industry syndicate or business association desirable.

WASTEWATER TREATMENT ENGINEER

PURPOSE

To ensure that the company's wastewater treatment plant produces a regular flow of effluent treated to relevant local and Jordanian standards and sustainable for designated reuse purposes.

SUPERVISION

- Receives general supervision from the Wastewater Division Manager.
- Exercises technical supervision over Wastewater Treatment Plant operation and maintenance personnel.

RESPONSIBILITIES

- Develop and ensure implementation of operating procedures to maximize the effectiveness and efficiency of wastewater treatment process. Train the Wastewater System Operators and supervise their work on treatment processes.
- Continuously review treatment processes and lab results, and identify shortcomings and possible improvements.
- Alert the Wastewater Division Manager immediately in the event of effluent discharge of quality below that required for designated reuse purposes, and prepare incident report.
- Alert the Wastewater Division Manager in the event of a treatment bypass, and prepare incident report.
- Work with the Wastewater Division Manager and the Projects Center to develop methods and procedures for optimizing the operation of the collection system to regularize the flow of sewage to the plant.
- Work with the Maintenance Division Manager to review preventive maintenance plans and programs and to coordinate their implementation with plant operations.
- Work with the Projects Center to plan and design plant rehabilitation and improvement projects; assist the Projects Center as required in supervision of projects.
- Participate in the development of goals, objectives, policies, and priorities for wastewater treatment facility operation and maintenance; identify resource needs.
- Prepare the draft operations budget for the wastewater treatment plant.
- Prepare specifications and bills of quantities for treatment materials and supplies.
- Select, train, motivate and evaluate wastewater treatment operation and maintenance personnel; provide or coordinate staff training; correct deficiencies; implement discipline and termination procedures.
- Assist in a variety of Division operations; perform special projects and assignments as requested.
- Supervise the maintenance of time, material and equipment use records; requisition supplies and material.

- Ensure the adherence to safe work practices by operation and maintenance personnel.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics, services and activities of comprehensive wastewater treatment and water reclamation programs.
- Advanced knowledge of the principles of biology, chemistry, hydraulics, physics and mathematics as applied to wastewater treatment and reuse.
- Different types of chemical and biological processes as applied to water treatment.
- Basic mechanical and electrical systems.
- Materials, methods, practices and equipment used in wastewater systems maintenance and repair activities.
- Wastewater sampling and testing procedures.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles of modern supervision and management as applied to wastewater systems personnel and activities.
- Principles and procedures of record keeping and reporting.
- Relevant local and Jordanian laws, codes and regulations.
- SCADA-based operations control systems, computerized process control programs.
- English language.

Ability to:

- Train, supervise, and evaluate staff.
- Work with a variety of chemicals in wastewater treatment activities.
- Read meters and gauges correctly to act quickly and competently.
- Understand the organization and operation of local authorities as necessary to assume assigned responsibilities.
- Read and understand engineering plans and specifications, blue prints and ladder diagrams.
- Design and perform mass balance and hydraulic profile calculations.
- Apply mathematical and engineering concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.

- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

- Office and wastewater treatment plant environment.
- Exposure to chemicals, electrical systems, machinery, and computer screens.
- Exposure to untreated and treated wastewater, toxic gases.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

The incumbent must be available on call to respond to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

- Equivalent to a Bachelors degree from an accredited college or university with major course work in Mechanical Engineering, Civil Engineering, Chemistry, Environmental Engineering, or a related field. Coursework in sanitary engineering.
- Five years of increasingly responsible experience in the operation and maintenance of wastewater treatment and/or water reclamation facilities including two years of supervisory responsibility.

FINANCIAL ACCOUNTANT

PURPOSE

To account for the financial transactions of the company.

SUPERVISION

- Receives limited supervision from the Accounting/MIS Supervisor.
- Exercises technical supervision over the Fixed Assets Registrar.

RESPONSIBILITIES

- Manage the General Journal and such accounts and records as are necessary to:
 - Show the current position of all the company's financial transactions.
 - Prepare the annual accounts and financial statements for presentation to the Board and external authorities.
 - Comply with any statutory requirements.
- Ensure that timetables for all routine accounting work and for submission of returns are available and that work is produced to timetable.
- Maintain an up-to-date list of organization and accounting codes and submits any requests for amendment to the Finance and Administration Manager.
- Make monthly depreciation entries.
- Make Journal entries to computer.
- Participate in the preparation of tariff studies.
- Prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Good knowledge of international accounting standards.
- Basic knowledge of Jordanian governmental accounting systems.
- Financial auditing requirements and procedures.
- Standard computerized financial management software packages.
- All modules of the Company's computerized financial accounting system.
- Basic knowledge of cost accounting principles.
- English language.

- Knowledge of the chart of accounts used by the U.S. National Association of Regulatory Utility Commissioners (NARUC) is an advantage.

Ability to:

- Recognize need for annotations and write clear and concise notes to financial statements.
- Calculate depreciation rates.
- Work with a high level of numerical accuracy.
- Maintain high level of attention to detail.
- Apply accounting or financial concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret technical procedures or governmental regulations.
- Conduct queries and print reports from special databases.
- Design and prepare technical reports and guidelines, policies, procedural manuals, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Run specialized computer applications.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience:

- Bachelors degree in Accounting.
- Five years experience in accounting, with at least three years' experience in a registered company in Jordan.
- Some auditing experience is desirable.

BUDGET AND COST ACCOUNTANT

PURPOSE

To implement the budget preparation and expenditure control procedures of the company.

SUPERVISION

Receives direct supervision from the Accounting/MIS Supervisor.

RESPONSIBILITIES

- Coordinate the company's multi-year and annual budgeting processes in close coordination with division managers.
- Assist managers in modeling the cost and revenue implications of performance improvement programs.
- Input budget data, and edit approved changes to budget data.
- Review proposed purchase requisitions and commitments, enter commitment items, and remove commitments as payment notices are received en route to payment.
- Authorize payroll for payment.
- Authorize new hires.
- Prepare periodic reports of expenditure and expenditure variances against budget, in total and by cost center.
- Participate in the preparation of expenditure and revenue projections and tariff studies.
- Serve as secretary to budget committee.
- Prepare conceptual and detailed program designs, prepare and maintain special databases, monitor implementation of special programs.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles of performance-based planning and budgeting.
- Water/wastewater utility operations and operating expenses.
- Use of cost standards in budgeting.
- Principles of cost accounting.
- Standard utility performance indicators.
- General ledger, cost accounting, purchasing, payables, payroll, and human resource modules of the Company's computerized financial accounting system.

- English language.

Ability to:

- Develop and format a range of management reports on request.
- Assist division managers in the preparation of performance-based budgets.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, and procedural manuals.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Conduct queries and print reports from special databases.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Business Administration or Management. Coursework in accounting is an advantage.
- Three years' experience in a responsible budget preparation, analysis, or control function.
- Three years experience in water/wastewater utility operations supervision or management.

TREASURER

PURPOSE

To ensure proper accounting of the company's cash receipts and disbursements.

SUPERVISION

- Receives limited supervision from the Accounting/MIS Supervisor.
- Exercises direct supervision over evening cashiering clerk.

RESPONSIBILITIES

- Receive and enter collections and sales journal data from the Customer Service Division.
- Receive checks.
- Disburse cash and checks.
- Deposit cash and checks into company bank accounts.
- Maintain up-to-date records of all bank and cash balances; prepare trial reconciliation statements.
- Make or approve cash entries to computer.
- Prepare monthly forecast of cash flows; prepare estimates of cash flows and debt service requirements for multi-year and annual plans.
- Ensure that interest and principal on loans are paid on time.
- Maintain the company's banking relationships.
- Draft policies, procedures, and tactics to improve methods of cash handling and management.
- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Best commercial practices for handling money and managing cash.
- General understanding of commercial accounting procedures.
- Detailed knowledge of bank reconciliation and payroll preparation.
- General ledger, financial analysis, cash management, accounts receivable, purchasing, payables, and payroll modules of the company's computerized financial accounting system.
- English language.

Ability to:

- Work with a high level of numerical accuracy.
- Analyze and project cash flows.

- Calculate interest and principal repayment obligations.
- Maintain effective relationships with banks or other financial service providers.
- Work under pressure and to a strict timetable.
- Apply mathematical, accounting, and financial concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.
- Conduct queries and print reports from special databases.
- Maintain high level of integrity.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience.

- Bachelors degree in accounting.
- Seven years experience in a finance-related function, of which five years must have been in a responsible cashiering or treasury function.

CONTRACTING SPECIALIST

PURPOSE

To prepare terms of contract for the company's construction contracts and service contract and assist in their enforcement.

SUPERVISION

Receives direct supervision from Purchasing and Stores Supervisor.

RESPONSIBILITIES

- Recommend forms of contract and standards for contract control.
- Recommend, in consultation with the Engineering and Projects Specialist, whether the construction of specific projects should be supervised by the company's own staff or by consultants.
- Compile lists of approved contractors.
- Prepare contract tender documents.
- Apply financial and contractual checks to all contract certifications.
- Advise on measures to handle contractual disputes.
- Prepare documentation in support of company decisions to penalize contractors on terminate contracts.
- Approve payment orders for contractors after consultation with the Engineering and Projects Specialist or division manager.
- Ensure that concerned parties within the company are aware of company's obligations with respect to individual construction contracts.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Detailed knowledge of Jordanian contracting law.
- Detailed knowledge of Jordanian governmental contracting rules and regulations.
- Principles of incentive regulation.

Ability to:

- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret technical procedures or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, memoranda, and official correspondence.
- Communicate information and respond to inquiries, requests, or complaints from public authorities or members of the business community.

- Communicate the essential proposes, methods, and results of work to non-specialists.
- Excellent language skills, especially for writing clear contract conditions and terms and memoranda regarding contractual issues in project implementation and acceptance.
- **Strong reasoning skills; able to apply best contracting principles to specific construction or service contract needs.**

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Bachelor degree in humanities, social sciences, or engineering plus six years' experience in a responsible position requiring procurement and installation contracts preparation and administration, or Bachelors' degree in law plus three years relevant work experience.

HUMAN RESOURCES SPECIALIST

PURPOSE

To develop and guide implementation of systems and procedures to assist company management to assess staffing needs and attract, motivate and develop qualified personnel.

SUPERVISION

Receives limited supervision from the Finance and Administration Manager.

RESPONSIBILITIES

- Monitor and update the Company's staffing plan and position control system.
- Assist managers in assessing their staffing requirements, improving work organization, and periodically reviewing the job descriptions of their subordinates.
- Periodically review labor supply and salary levels in local and national markets, and propose improvements to the Company's position classification and pay scales.
- Assist management on the design of incentive structures, and assist managers and supervision in developing job performance indicators.
- Train managers in staff performance appraisal and training needs analysis.
- Coordinate preparation of annual training plans.
- Develop and maintain a database on training suppliers, arrange training provision, and assist managers to evaluate training.
- Assist division managers and supervisors in recruitment, interviewing, and selection of new hires.
- Prepare induction training plans for new employees, and explain Company personnel policies and procedures to new employees.
- Ensure that all managers understand the Company's personnel policies and procedures.
- Receive, investigate, and assist in resolving staff complaints.
- Review and approve timesheets.
- Review all proposed personnel actions (e.g., hiring, promotion, discipline) and maintain personnel files.
- Prepare reports on staff utilization, overtime, leaves, absences, etc as well as special reports requested by the Finance and Administration Manager.
- Assist staff as necessary in accessing Company personnel benefits.
- Prepare conceptual and detailed program designs, prepare and maintain special databases.
- Prepare research designs and data collection/analysis procedures for surveys, special studies, or detailed reports.

- Prepare technical reports or studies organizing data in narrative, tabular, and graph forms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Techniques of job analysis and job evaluation.
- Principles of compensation.
- Utility organization structure and functions.
- Techniques of personnel appraised career development planning, and training needs analysis.
- Personnel search, interviewing, and selection procedures.
- Personnel administration systems and procedures.
- Sources of professional training.
- Human resource and payroll modules of the Company's computerized financial accounting system.
- English language.

Ability to:

- Excellent reasoning skills; able to apply general personnel policies to particular situations; able to conduct investigations regarding personnel governances.
- Excellent language skills; able to communicate effectively with persons of diverse educational level, able to write clear procedures, reports, job descriptions.
- Excellent social skills; able to facilitate resolution of interpersonal conflicts.
- Good spreadsheet and word processing skills.
- Conduct queries and print reports from special databases.
- Apply management concepts to practical situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret a variety of technical instructions and deal with several abstract and concrete variables.
- Read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Design and prepare technical reports and guidelines, policies, procedural manuals, terms of reference, and official correspondence.
- Communicate the essential proposes, methods, and results of work to non-specialists.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in management, public administration, or business administration, with coursework in human resources management, plus five year's experience in personnel administration and/or training program design and administration, ***or*** Masters degree in management or human resources field, plus two years experience in personnel or training management.

ENGINEERING & PROJECTS SUPERVISOR

PURPOSE

Under general supervision, responsible for the planning, design, and construction management of the company's capital rehabilitation and improvement programs and management of the company's GIS operations.

SUPERVISION

- Receives general supervision from the General Manager.
- Exercises direct supervision over Projects Inspector and Surveyor.
- Exercises limited supervision over the GIS Specialist.

RESPONSIBILITIES

- Assist the General Manager and division managers in the assessment of needs for capital improvement, extension and rehabilitation works and in the preparation of Terms of Reference for engineering design and construction management services.
- Perform professional engineering and assessment work involving the design, construction, extension and rehabilitation of public works projects for water and wastewater systems; including preparation of specifications, engineering design and construction supervision for small works; and preparation of TORs for professional planning, engineering design, or construction management services.
- Prepare preliminary professional engineering designs, drawings, technical specifications, costs, quantity estimates and other contract documents for assigned projects including utilizing a variety of computer software programs; perform detailed calculations and computations on engineering projects; prepare and/or review the adequacy and accuracy of computations, preliminary layouts and design work from field and survey data.
- Participate in the preparation of requests for proposals and bids; participate in review of contract bids and proposals; participate in the review of contractor work activities and in final acceptance decisions and procedures.
- Participate in the preparation of technical reports and correspondence on engineering activities in area of assignment.
- Review and approve changes to approved plans and specifications.
- Process a variety of permits.
- Provide assistance to construction inspectors in the interpretation of plans and resolution of problems during construction; review as-built plans to ensure compliance with original plans and specifications.
- Provide quality assurance over the work of pipeline installation and replacement engineering design and construction supervision contracts.
- Develop standards for water and sewer system maps.

- May oversee construction field activities including evaluation, sampling and testing existing surfaces including asphalt and soil; mark and layout field work locations.
- Maintain constant awareness of progress on assigned projects to ensure compliance with designated time and cost schedules for project completion.
- Inspect construction projects and perform a range of construction contract administration duties; assist in negotiating change orders.
- Direct and supervise the work of the GIS Specialist, who is responsible for the mapping of the city water distribution and wastewater collection systems and for monitoring hydraulic and structural conditions of the networks.
- Participate in the training of engineering staff and divisional managers.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and practices of water and wastewater system planning, control, and engineering.
- Terminology, methods, practices, and techniques used in technical engineering report preparation.
- Materials, tools, and equipment used in engineering projects.
- Principles of mathematics as applied to engineering work.
- Modern office procedures, methods, and computer equipment.
- Recent developments, current literature, and sources of information regarding water and wastewater engineering.
- Local laws, codes, and regulations including civil engineering laws and regulations.
- Computerized utility engineering design and hydraulic analysis programs.
- Computer skills.
- English language.

Ability to:

- Exercise professional engineering judgment in accordance with current accepted practice of engineering and appropriate laws and codes.
- Develop, review and modify engineering plans, designs, and specifications.
- Prepare detailed terms of reference for supply contracts, installation contracts, and engineering design and construction supervision services.
- Interpret pertinent local laws, codes, and regulations including water and wastewater engineering laws and regulations.
- Prepare and maintain technical civil engineering records.
- Organize and prepare detailed reports, special studies, briefing materials, official correspondence, and memoranda.
- Operate computer-based engineering systems.
- Participate in professional journey-level civil engineering activities for assigned projects.

- Conduct engineering studies and develop appropriate recommendations.
- Perform technical research and solve engineering problems.
- Compile technical data and prepare statistical and narrative reports from field studies.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office and field environments.
- Exposure to traffic, poise, dirt, ambient weather conditions.

Level of Physical Effort

- Work may entail walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

Occasional night-time work if project construction work inspection requires it.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree civil engineering, mechanical engineering, or sanitary engineering.
- Six years of increasingly responsible experience in professional project engineering work in water and wastewater systems, including two years of administrative and supervisory responsibility.

RURAL O&M SUPERVISOR

PURPOSE

To lead, oversee, supervise, participate, and perform a variety of skilled electromechanical work involving installation, operation, maintenance and repair activities for a variety of water supply facilities; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives general supervision from Quwayra Division Manager.
- Exercises direct supervision over:
 - SCADA & Telemetry Operators.
 - Mechanical Technicians.
 - Electrical Technician.
 - Technician Assistants.
 - Welder.
 - Heavy Equipment Operator.
 - Laborers.

RESPONSIBILITIES

- Plan, prioritize, assign, supervise and review the work of staff responsible for operation, maintenance and repair activities of Quwayra District local water supply systems including water pumping stations, transmission mains, reservoirs, generators, pressure reducing stations, and pipelines.
- Inspect, diagnose, and locate difficulties and faults in water supply systems including disassembling and repairing pumps, valves, controls, analyzers, feeders, transformers, generators, control & power panels, cables & wiring, gauges, and other related equipment.
- Inspect overhaul valves, vacuum breakers, control valves, check valves, isolation gate and butterfly valves and direct repair and preventive maintenance activities.
- Oversee the maintenance and repair of mechanical equipment, electronic instrumentation and electrical control systems.
- Plan, direct, and perform preventive maintenance functions on water system electromechanical equipment; identify equipment maintenance needs. Ensure parts and equipment are lubricated; oil and grease are replaced; pickings and bearings are replaced
- Oversee and supervise the repair of leaks, pipe breaks and bursts, report all repair requests and results to the Projects Center.
- Provide as-built drawings for water networks in accordance with the requirements of the Project Center; respond to Project Center requests for additional mapping details.
- Ensure data is read, logged, compiled, and recorded for water pump stations, pressure reducing and control stations, and is reported to the Division Manager.

- Train subordinates to interpret drawings, blueprints, schematics and diagrams.
- Lead and perform general utility maintenance activities including reservoir cleaning, checking reservoir levels, and inspecting reservoirs and drains for leakage; perform routine water distribution and collection system repair, cleaning, and painting activities.
- Assist as requested in the planning, design, and construction supervision of rehabilitation works and new projects.
- Supervise the use and operation of construction and maintenance equipment.
- Ensure adherence by subordinates to safe work practices.
- Inspect work sites before, during and after completion of work assignments; ensure work is completed in a satisfactory and thorough manner. Review the work of assigned staff for accuracy, proper work methods, techniques, and compliance with applicable standards and specification
- Respond to public inquiries in a courteous manner; provide information within the area of assignment.
- As instructed, supervise the collection of water samples from wells, booster stations and distribution systems; perform routine tests; log results and maintain accurate records.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, maintenance, and repair standards and procedures for small rural water systems.
- Methods, practices, materials and equipment commonly used in water system operation, maintenance and repair.
- Practices and procedures used in the installation, maintenance and repair of water and wastewater electrometrical systems.
- Basic mechanical and electrical systems.
- Basic knowledge of the physical, chemical and bacterial processes involved in water treatment.
- Occupational hazards and standard safety practices necessary in the area of work assigned.

- SCADA operations control system capabilities, equipment, and monitors.
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Perform routine and skilled activities in the installation, repair and maintenance of water supply systems.
- Troubleshoot electromechanical water and wastewater equipment.
- Lead in the diagnosis, disassembly, and repair of routine water distribution system equipment.
- Operate and maintain machinery and equipment related to the maintenance, repair and alterations of water transmission and distribution facilities.
- Interpret and monitor SCADA information.
- Diagnose visible faults in remote telemetry unit installation and operation.
- Train employees to use and operate hand tools, power tools, and equipment in a safe and efficient manner.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Teach employees to read and understand various manuals, blueprints, and schematics.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office/field environment.
- Most duties in this class are performed under periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including fumes, chemicals, equipment noise and vibration, heat, cold, and dampness; exposure to electrical systems.

- The work location (Quwayra town and district) is mainly rural and lacks many cultural amenities.

Level of Physical Effort

- Work may entail standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; operating motorized vehicles.

Irregular Hours Requirement

The incumbent is required to be on call after hours and respond to emergency problems at any hour as needed.

QUALIFICATIONS

Qualifying Education and Experience:

- Diploma in industrial studies.
- Six years of increasingly responsible experience in the installation, operation, maintenance, and repair of water systems.

RURAL CUSTOMER SERVICE SUPERVISOR

PURPOSE

To manage the meter reading, collection, and connections activities of the company in Quwayra District.

SUPERVISION

- Receives limited administrative supervision from the Quwayra Division Manager and limited technical supervision from the Customer Service Division Manger.
- Exercises direct supervision over:
 - Connections Inspector.
 - Pipefitter.
 - Plumber.
 - Meter Readers.
 - Water Tanker Driver.
 - Driver.

RESPONSIBILITIES

- Plan, direct, and control the work of the Quwayra Customer Service Department.
- Plan and assign meter reading and collection work in a manner which ensures the efficiency and integrity of the meter reading and collection operations.
- Train and mentor the meter readers in the detection of meter faults, illegal connections, and leakage.
- Organize the regular dispatch of meter readings and collections to the main office in Aqaba.
- Assist customers to complete applications for new connections.
- Maintain copies of customer files.
- Respond to customer inquiries, receive and route customer service requests and complaints.
- Ensure the consolidation of cash receipts, their entry into sales journal, and their delivery to the company's Treasurer or local bank account.
- Conduct, or supervise the conduct of, inspections or investigations relating to potential disconnection or illegal use cases.
- Process and follow up requests for water delivery by truck.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget
- Participate in selecting, training, evaluating, and motivating subordinate personnel
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.

- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Typical customer complaints and inquiries.
- Company customer service policies, procedures, and regulations.
- Standards and materials used in house connections and metering for water supply.
- Principles and methods of water loss control and leak detection.
- Operations and work flow of the company's computerized billing system.
- Company cash management policies and procedures.
- Company organization structure.
- Company budget preparation procedures.
- Safe work practices, occupational hazards, and standard safety precautions.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Plan, schedule, coordinate and direct, the work of teams and individuals
- Select, train, develop, and motivate technical and clerical staff
- Interpret and explain relevant policies and procedures
- Keep records, prepare routine reports, memoranda, and internal correspondence
- Establish and maintain effective relationships with those contacted in the course of work
- Respond courteously to inquiries from the general public regarding work within the job's scope
- Use word processing and spreadsheet programs, conduct queries in special databases.
- Strong supervisory skills; must be able to plan, organize, direct, and control the work of a small group of employees engaged in diverse functions and tasks.
- Strong language skills; must be capable of communicating effectively and calmly with persons of diverse educational level and with local authorities. Must be able to clearly and accurately describe the nature and location of service problems to employees in other departments or divisions

WORKING CONDITIONS

Environmental Conditions

- Normally, office environment.

- Quwayra town is in a relatively isolated location.
- The position will also entail travel to and from the company's main office in Aqaba at least one or twice a week.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in commercial or industrial studies.
- Five years experience in water utility operations, including three years' experience in customer service functions.

SOURCEWORKS SUPERVISOR

PURPOSE

To ensure the regular operation and rapid repair of the utility's water wells, pumping stations, and rural desalination plants.

SUPERVISION

- Receives limited supervision from the Water Division Manager.
- Exercises direct supervision over assigned staff, including:
 - Electrical Technician.
 - Mechanical Technician.
 - Welder.
 - Pipefitter.
 - Laborer.

RESPONSIBILITIES

- Supervise the work of operating crews assigned to the Disi Wellfield, the utility's main source of supply for Aqaba City.
- Advise the Water Division Manager on emergency response planning in the event of interruptions in sourceworks operation.
- Prepare procedures for managing and remedying interruptions in sourcework operation.
- Mobilize and lead department staff in sourceworks emergency operations.
- Regularly inspect all of the company's sourceworks.
- Detect and report visible faults in SCADA remote telemetry units installation or operation.
- Coordinate with the Maintenance Division Manager in the preparation and implementation of sourceworks maintenance programs, and supervise the implementation of routine maintenance programs.
- As requested, participate in the design (or design review) and construction supervision (or inspection) of capital projects.
- Prepare records and reports on works performance, power usage, and chemicals usage.
- Prepare reports on service interruptions (location, cause, response).
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.

- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, maintenance, services and activities of water sourcework and treatment operation, maintenance and repair.
- Procedures, methods, practices, materials and equipment commonly used in a water operation, maintenance and repair program, including small desalination facilities.
- Basic principles of hydraulics, biology, chemistry and mathematics as related to water supply systems.
- Modern physical, chemical and bacterial processes involved in water treatment, including filtration, chlorination, and desalination.
- Basic mechanical and electrical systems.
- Occupational hazards and standard safety practices.
- Supervisory Control and Data Acquisition (SCADA) system characteristics and equipment.
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Ensure crew compliance with local rules, laws and regulations.
- Interpret SCADA system monitors, screens, and reports.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.

- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office, water treatment plant environment.
- Exposure to chemicals, machinery, electrical systems, and computer screens.
- Exposure to heat, rain, and inclement weather.
- The incumbent will be required to spend considerable amounts of work time in remote locations such as Disi and Wadi Araba.

Level of Physical Effort

- Walking, standing, sitting, and crouching for long periods of time.
- Operating motorized vehicles. Moderate lifting may be required occasionally.

Irregular Hours Requirements

The incumbent must be available on call to respond to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies with course work in Mechanical Engineering, Civil Engineering, or Environmental Engineering.
- Six years of increasingly responsible experience in the maintenance, repair, and installation of large and small water wells and pumping stations and small desalination plants.

NETWORKS SUPERVISOR

PURPOSE

Organize and direct the work of technicians and crews in repair and maintenance of the Disi-Aqaba water transmission line and the reservoirs and distribution systems serving Aqaba City and the villages of the Wadi Araba District.

SUPERVISION

- Receives limited supervision from the Water Division Manager.
- Exercises direct supervision over assigned staff, including:
 - Pipefitters.
 - Plumbers.
 - Laborers.

RESPONSIBILITIES

- Supervise the work of staff responsible for the maintenance and repair activities of water distribution systems including water pumping stations, transmission mains, reservoirs, generators, pressure reducing stations, water control stations and distribution system.
- Oversee and supervise the repair of leaks, pipe breaks and bursts, water mains laying and rehabilitation work; report all repair requests and results to the Project Center.
- Provide as-built drawings for all water transmission and water distribution and connections in accordance with the requirements of the Projects Center; respond to Projects Center requests for additional mapping details.
- Conduct periodic night-flow measurements.
- Supervise the use and operation of construction and maintenance equipment.
- May supervise installation and removal of bulk water meters.
- Prepare various reports on operations and maintenance activities.
- Assist as requested in supervision of capital projects.
- Ensure the adherence to departmental and safety policies and procedures by operation and maintenance personnel; conduct training sessions with employees regarding safety, equipment operations procedures, and related topics.
- Inspect work sites before, during and after completion of work assignments; ensure work is completed in a satisfactory and thorough manner.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.

- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, maintenance, and repair requirements of a comprehensive water transmission and distribution system.
- Procedures, methods, practices, materials and equipment commonly used in water transmission and distribution system operation, maintenance and repair.
- Standard principles of hydraulics and mathematics as related to water transmission and distribution systems.
- Basic mechanical and electrical systems.
- Occupational hazards and standard safety practices.
- SCADA-based operations control systems.
- Computerized network maintenance management system (MMS).
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Ensure crew compliance with local rules, laws and regulations.
- Operate and maintain machinery and equipment related to the maintenance, repair and replacement of water transmission and distribution facilities.
- Read, interpret, and complete MMS forms.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office, water treatment plant and water treatment distribution system environment.
- Exposure to traffic, confined spaces, chemicals, machinery, and computer screens.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.
- Moderate lifting or loading may be required occasionally.

Irregular Hours Requirement

The incumbent must be available on call to respond to service interruption emergencies.

QUALIFICATIONS

Qualifying Education and Experience:

- Diploma in industrial studies with course work in Mechanical Engineering, Civil Engineering, Chemistry, or Environmental Engineering.
- Six years of increasingly responsible experience in the maintenance, repair, and installation of water transmission and distribution systems including some lead supervisory responsibility.

SEWERS SUPERVISOR

PURPOSE

To supervise repair and maintenance of the company's gravity sewers and all associated activities and functions including the supervision of installation of new sewer connections. To perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives limited supervision from the Wastewater Division Manager.
- Exercises direct supervision over Sewer Department operation and maintenance personnel, including:
 - Sewer Connection Inspector.
 - Heavy Equipment Operator.
 - Sewer Maintenance Workers.

RESPONSIBILITIES

- Plan, assign, supervise and review the work of staff responsible for the operation, maintenance and repair of wastewater gravity pipelines.
- Approve and oversee the preparation of layouts for new connections.
- Supervise compliance with standards for new connections.
- Provide as-built drawings to the Project Center and respond to requests from Project Center for mapping updates.
- Execute work orders for blockage and line repair and cleaning.
- Supervise regular manhole inspection program.
- Supervise preventive mechanical sewer cleaning program.
- Coordinate maintenance, repair, and construction activities for wastewater gravity pipelines with Division pumping and treatment operations.
- Supervise the operation of line inspection equipment to survey, open, and repair lines; review plans and specifications for location of lines; inspect for high concentration of hazardous gases.
- Supervise the cutting and breaking asphalt and concrete surfaces; and in the pavement of roadways, sidewalks, manholes and related structures.
- Assist in supervision of capital project construction as requested.
- Ensure the adherence to the company's general and safety policies and procedures by personnel; conduct training sessions with employees regarding safety, equipment operations procedures, and related topics.
- Inspect work sites before, during and after completion of work assignments; ensure work is completed in a satisfactory and thorough manner.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.

- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operations, characteristics, services and activities of wastewater treatment and collection system operation, maintenance and repair program.
- Principles of hydraulic design
- Procedures, methods, practices, materials and equipment commonly used in a sewer system maintenance and repair program.
- Occupational hazards and standard safety practices.
- English language.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Design and calculate collection mains, pipe and cross points.
- Organize, direct and implement operation and maintenance schedules.
- Select, supervise, train and evaluate staff.
- Prepare as built drawings and report maintenance and repair results to higher supervisory level.
- Ensure crew compliance with local rules, laws and regulations.
- Read and prepare clear and concise reports.
- Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals.
- Read and interpret engineering blueprints, specifications and technical manuals.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence
- Establish and maintain effective relationships with those contacted in the course of work.

- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office, wastewater treatment and field environment.
- Travel from site to site; exposure to noise, dust, fumes; inclement weather conditions.
- Work around heavy construction equipment; work with computer and office equipment. May require work around noise, dirt, fumes, vibration, heat, cold, dampness, untreated water and wastewater.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for standing, walking, or sitting for prolonged periods of time and operating motorized vehicles.
- May require color determination and diagnosing equipment maintenance needs through listening and feeling machine surfaces.
- Exposure to hazardous and infectious materials.

Irregular Hours Requirement

The incumbent will be required to be available on call for response to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies with course work in Civil Engineering, Mechanical Engineering, or Environmental Engineering, or a related field
- Five years of increasingly responsible experience in the operation, maintenance, repair, and installation of wastewater collection systems including two years of lead supervisory responsibility.

WORKSHOP SUPERVISOR

PURPOSE

Under the general direction of the Maintenance Division Manager, lead plans, organizes and directs maintenance and repair services on vehicles and heavy equipment; to maintain and repair gasoline and diesel powered automotive, heavy and light construction, and other power driven equipment. To perform a variety of technical tasks related to assigned area of responsibility.

SUPERVISION

- Receives limited supervision from the Maintenance Division Manager.
- Exercises direct supervision over:
 - Workshop Mechanic.
 - Workshop Electrician.
 - Technician Assistants.
 - Laborers.

RESPONSIBILITIES

- Direct and supervise maintenance and repair duties involving repairs to gasoline and diesel powered automotive, heavy and light construction equipment, and other power-driven equipment.
- Lead inspection, diagnosing and locating mechanical, hydraulic, electrical and electronic difficulties on a variety of gasoline or diesel powered vehicles and equipment.
- Supervise skilled staff to maintain and repair electrical systems components, ignition systems, alternators, high voltage power generators, starters and batteries.
- Supervise skilled staff to maintain, repair and recondition hydraulic systems; diagnose and repair front and rear drive axles, drive train components, belts, gears, chain drives and propeller shafts.
- Supervise skilled staff to replace or repair faulty parts and replace components including wheel bearings, clutches, brakes, oil seals, shock absorbers, exhaust systems, steering mechanisms, generators, distributors, brake systems including wheel cylinders, masters cylinders, disc pads, machine drums and rotors, hydraulic and air brakes batteries, chargers, condensers, control panels, fuses, generators, distributors, relays, lights, switches, and high voltage light systems alternates and related parts and equipment.
- Supervise disassembly and reassembly of whole engines; may perform gasoline engine overhaul with outside assistance.
- Ensure the adherence to safe work practices by operation and maintenance personnel.

- Recommend outside maintenance and repair for heavy equipment and complex hydraulic parts. Assist in selecting outside professional workshops and maintenance agencies.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Maintenance requirements and operating and repair characteristics of a wide variety of automotive, light and heavy equipment.
- Operation and care of internal combustion engines and hydraulic equipment.
- Tools, equipment, and procedures used in the overhaul, repair, and adjustment of gas and diesel powered equipment and all types of vehicles.
- Procedures of preventive maintenance related to automotive, heavy and light construction equipment.
- Standard computerized maintenance management systems operation.
- Mechanical and electrical systems.
- Local and Jordanian regulations as applied to operations and maintenance of vehicles.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Manage and coordinate the work of technical, semi-skilled, and unskilled personnel.
- Coordinate and compile information and statistics into complete records and reports.
- Maintain a variety of maintenance and repair records.
- Teach employees to read, understand and apply factory service manuals maintenance and repair techniques and procedures, blueprints, and schematics.

- Apply good judgment and practical knowledge to resolve unusual or irregular maintenance and repair problems.
- Perform difficult equipment repair work including the diagnosing, troubleshooting, fabricating, and repair of equipment.
- Accurately determine mechanical repair needs and estimate the cost and time of repairs.
- Use a variety of equipment maintenance tools and equipment.
- Use modern, sophisticated test equipment to diagnose and repair automotive equipment.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Office/workshop/field environments.
- Exposure to confined spaces, hazardous chemicals, busy traffic including noise, dirt, fumes, machinery and computer screen.
- Exposure to uneven temperatures.
- Occasional travel to and work in remote locations (Disi, Wadi Araba, Quwayra).

Physical Conditions

- Walking, standing, crouching, bending sitting for long periods of time.
- Operating motorized vehicles.
- Occasional heavy lifting may be required.

Irregular Hours Requirements

Infrequent; only in response to service interruption emergencies.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree with course work in Mechanical Engineering, Electrical Engineering, Automotive Engineering or a related field.
- Five years of experience performing minor and major equipment repair duties including experience in the maintenance of both diesel and gas powered equipment and vehicles, and two years of administrative and supervisory responsibility.

CUSTOMER RELATIONS SUPERVISOR

PURPOSE

To ensure that customer requests, complaints, and inquiries are received and routed to the appropriate department and to follow up remedial action.

SUPERVISION

- Receives limited supervision from the Customer Service Division Manager
- Exercises direct supervision over:
 - Customer Service Representatives.
 - Water Tanker Drivers.

RESPONSIBILITIES

- Manage the work of the company's team of Customer Service Representatives (CSRs), who are responsible for responding to customer inquiries, service requests, complaints, and applications, whether presented by phone or in person.
- Arrange for 24/7 staffing of the department's call/visitor services.
- Train CSRs in the company's customer service policies and procedures and in the correct routing of service-related complaints.
- Respond to customer inquiries which CSRs are unable to answer.
- Ensure that the visitor's reception area is tidy and orderly and that proper queuing procedures are followed.
- Implement systems for classifying and recording customer requests, complaints, and inquiries and for tracking utility responses.
- Prepare regular periodic reports on customer requests, complaints, and inquiries and utility response time.
- Identify needs for customer awareness raising and education, and characterize the necessary messages and their audiences. Assist the Customer Service Division Manager as requested in developing and implementing communications strategies and programs.
- Supervise the company's trucked water delivery operations.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.

- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Water and wastewater utility operations and organization.
- Typical customer complaints and inquiries.
- Standard indicators of customer service and customer satisfaction.
- Standard cash management procedures.
- Computerized network maintenance management system (MMS) operation.
- Accounts receivable and cash management modules of the Company's computerized financial accounting system.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Excellent language skills; must be able to communicate effectively with customers from a wide range of educational backgrounds.
- Good social skills; must combine patience and tact in relating to customers with effectiveness in obtaining action from other utility departments in response to customer requests.
- Conduct database queries and print statistical and exception reports in the customer information system (CIS) and the network maintenance management system (MMS).
- Good supervisory skills; must be able to train, mentor, and manage CSRs and water tanker drivers.
- Excellent reasoning/cognitive skills; must be able to interpret, and correctly apply a broad range of the company's customer service policies and procedures.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use word processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Occasional CSR shift relief.

QUALIFICATIONS

Qualifying Education and Experience

- General secondary school certificate (*tawjihi*).
- Five years experience in customer service in a WAJ utility, including two years' supervisory experience.

BILLING SUPERVISOR

PURPOSE

Under limited supervision, ensures the maintenance and updating of data on water and wastewater service sales and customer accounts, and ensures the generation and delivery of accurate bills.

SUPERVISION

- Receives limited supervision from the Customer Service Division Manager
- Exercises direct supervision over:
 - Billing System Operator.
 - Data Entry Clerks.
 - Meter Readers.
 - Assessment Clerks.
 - Inspection Technician.
 - Customer Files Clerk.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Billing Department.
- In consultation with the Customer Service Division Manager, develop meter reading, bill distribution, and bill collection routes which are efficient and maintain the integrity of the company's billing and collection operations.
- Maintain coordination with other departments of the Customer Service Division in order to ensure that customer profiles and accounts promptly and accurately reflect historical, present, and planned customer status.
- Advise the Billing System Operator on the design, preparation, and quality assurance of statistical and exception reports on connections, consumption, sales, meter condition, billing activities, and accounts receivable.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- MS Office- type applications.
- Project management applications (e.g., MS Project).
- Company's computerized customer information system (CIS).
- Accounts receivable and cash management modules of the Company's computerized financial accounting system.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Strong supervisory skills; must be able to manage a complex billing operation involving different types of tasks and personnel.
- Good mathematical skills; able to optimize routings and batching.
- Standard cash management procedures.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Diploma in commercial or business studies and five years' experience in successively more responsible positions in a customer billing or sales operation *or* Bachelors degree in commercial or business studies with two years' experience in a responsible position in a customer billing or sales operation.

COLLECTION SUPERVISOR

PURPOSE

To achieve collection of the utility's aged receivables, as well as collection of service fees from all large and governmental customers.

SUPERVISION

- Receives limited supervision from Customer Service Division Manager
- Exercises direct supervision over:
 - Special Accounts Clerk.
 - Disconnections Clerk.
 - Debt Recovery Clerk.
 - Objections Caseworker.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Collection Department.
- Prepare standards for documentation upon which disconnection decisions are made and legal or administrative resource for aged receivables is sought.
- Propose modifications and additions as required to the company's credit control policies and procedures.
- Supervise drafting of special customer contracts in accordance with Company and Division policy and procedures.
- Maintain coordination with other departments of the Customer Service Division with respect to:
 - Obtaining up-to-date information on installment payment agreements reached in the Customer Relations Department.
 - Obtaining up-to-date information on accounts receivable and potential disconnection cases from the Billing Department.
 - Issuing and following up disconnection and reconnection work orders to the Connections Department.
 - Ensuring that Billing Department records reflect the current status of connections and any installment payment agreements made through the Collection Department.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.

- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- The company's by-laws, billing and collection policies and procedures.
- The company's computerized billing system operations and cycle processes.
- Company cash management procedures.
- Accounts receivable and cash management modules of the Company's computerized financial accounting system.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries and prepare reports from special databases.
- Good reasoning skills, must be able to interpret and explain company billing and collection policies and procedures.
- Good mathematical and computer skills; must be able to design and maintain spreadsheets to track payments owed and received under a range of different payment schemes and methods.
- Strong language skills; must be capable of preparing standards for case documentation and evaluating the quality of documentation prepared by subordinate clerks, communicating with attorneys, and preparing draft policies and procedures.
- Good social skills; must be capable of negotiating effective payment plans and arrangements with large/governmental customers.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Diploma in accounting plus five years' experience in a responsible position in a credit control function, *or* Bachelors degree in accounting or law with two years experience in a credit control function.

CONNECTIONS SUPERVISOR

PURPOSE

To implement approved new water connection, disconnection, and reconnection actions, ensure that meters are regularly calibrated and replaced, and implement illegal use control programs.

SUPERVISION

- Receives limited supervision from Customer Service Division Manager
- Exercises direct supervision over:
 - Water Connection Inspectors.
 - Welder.
 - Pipefitter.
 - Plumber.
 - Meter Technician.

RESPONSIBILITIES

- Plan, organize, direct, and control the work of the Connections Department.
- Prepare materials and installation standards for new connections and meters, and prepare daily work schedules for the Department's crews.
- Personally supervise the layout, costing, and installation of large connections.
- Report all new connections to the Billing Department and the Projects Center GIS.
- Issue instructions to connect, disconnect, and reconnect consumers. Provide the Billing Department with lists of initial readings on new or reconnected subscriptions and final readings on disconnected subscriptions.
- Plan and direct follow-up inspections to ensure that disconnected users have not reconnected themselves.
- Provide assistance to the Billing Department as instructed in inspecting cases of exceptionally high or low meter readings.
- Ensure that meters are installed on all new connections.
- Plan and organize the routine meter replacement program.
- Issue instructions to replace meters reported as not functioning and ensure that these are carried out promptly; manage the meter workshop.
- Submit regular reports on the number of connections and disconnections made, the number of new meters installed and the number of meters replaced both routinely and by request.
- Plan and organize illegal use inspections.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.

- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Connection materials, methods, tools, and equipment.
- Meter makes and brands.
- Meter calibration, maintenance, and repair methods and equipment.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Good supervisory skills; must be capable of planning and controlling the work of connections crews.
- Good mathematical skills; must be capable of appraising layouts and bills of quantities for new connections.
- Excellent skills in designing and maintaining records.
- Good computer skills (spreadsheets).
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

- Normally, office environment.

- Occasionally required to advise field connections team on large or difficult connection works.

Level of Physical Effort

Minimal

Irregular Hours Requirements

Expected to maintain a high and regular level of on-call phone availability to react to findings of illegal use detection teams.

QUALIFICATIONS

Qualifying Education and Experience

Bachelors degree in civil engineering with three years experience in pipeline drawing construction supervision work, *or* seven years' experience in connection supervision. Some workshop experience or experience with metering operations is desirable.

ACCOUNTING/MIS SUPERVISOR

PURPOSE

To plan, organize, direct, and control the work of the company's financial management and accounting specialists.

SUPERVISION

- Receives general supervision from the Finance and Administration Manager.
- Exercises supervision over:
 - Financial Accountant.
 - Budget and Cost Accountant.
 - Treasurer.
 - Payments and Payroll Clerk.
 - Fixed Assets Registrar.

RESPONSIBILITIES

- Draft policies for:
 - Definition of fixed assets.
 - Depreciation of assets.
 - Disposition and write-off of unneeded, obsolete, or worn-out assets.
 - Estimation of project costs.
 - Budget preparation, control, and amendments.
 - Level of expenditure authority.
 - Order and timing in which creditors are paid.
 - Maintenance of minimum balances.
 - Use of petty cash.
 - Other accounting and financial management areas as required.
- Draft and ensure implementation of procedures for approved accounting and financial management policies.
- Review and finalize all financial statements and management reports; manage the computerized financial management system.
- Print payroll.
- Print payment clerks.
- Print various transaction reports on request.
- Make recommendations to the Finance and Administration Manager on way to improve the integration of budgeting and accounting functions with company activities.
- Makes recommendations to the Finance and Administration Manager on improvements to the company's computerized financial management system.
- Prepare draft responses to auditor's comments.
- Allocate clerical staff in response to workload.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.

- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- International accounting standards.
- Principles, methods, procedures, and techniques of financial accounting, cost accounting, performance-based budgeting, cash management, debt management, and auditing.
- Standard computerized financial management software packages.
- All modules of the Company's computerized financial accounting system.
- Water/wastewater utility operations and finance.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Manage a computerized financial management system.
- Supervise the work of specialists involved in a number of diverse tasks.
- Maintain a high level of concentration in review work.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Use word processing and spreadsheet programs, conduct queries in special databases, prepare statistical tables and graphs.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in Accounting.
- Seven years' experience in a responsible position in accounting management or auditing in a registered company.
- Three years' experience managing a computerized financial management system.
- Two years experience in accounting or auditing in the public or private water/wastewater industry.

PURCHASING AND STORES SUPERVISOR

PURPOSE

Timely procurement, at optimum costs and with regard to quality and quantity specifications, of capital expenditure items and O&M materials, supplies and services.

SUPERVISION

- Receives limited supervision from Finance and Administration Manager
- Exercises direct supervision over:
 - Contracting Specialist.
 - Stores Controller.

RESPONSIBILITIES

- Acquaint himself/herself thoroughly with the materials and service needs of the company.
- Coordinate purchase and procurement of materials and services in compliance with the company's tendering and order planning procedures from duly authorized purchases requisitions at optimum cost and to documented specification. Request supplementary specifications where needed.
- Maintain, re-evaluate and expand reliable sources of supply and secondary sources as back-up.
- Review purchasing requirements with the Projects Center and the Divisions and ensures that the supplies and services required are obtained at the optimum costs.
- Draft policies and procedures on tendering methods, use of bulk procurements, and open and emergency purchase order systems for review by the Finance and Administration Manager.
- Notify the Finance and Administration Manager of funding requirements for overseas purchases.
- Monitor all available information sources on market trends that may have an effect on prices or lead times; makes recommendations for action to the Finance and Administration Manager.
- Implement and maintain effective preventive and expediting procedures to ensure deliveries are on time and takes corrective action on delayed items.
- Keep informed of new materials and techniques and communicate these to concerned divisions or departments.
- Assist division managers in identification of unused, unusable, or excess inventory and coordinate excess inventory disposal with the Accounting Department.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.

- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.
- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Modern purchasing techniques and inventory control methods.
- Water/wastewater system supply sources.
- Jordanian tendering law.
- Knowledge of overseas credit facilities is an advantage.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of record keeping and report writing.
- Modern office procedures and equipment.
- Purchasing, inventory, budgeting, asset, and general ledger modules of the Company's financial accounting system.
- Relevant laws, codes, and regulations.

Ability to:

- Strong language skills, able to elicit meaningful and comprehensive specifications of materials and service requirements from division managers and formulate clear technical specifications. Able to develop and explain policies and procedures.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Interpret and explain relevant policies and procedures.
- Keep records, prepare routine reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs, conduct queries in special databases.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- General secondary school certificate (*tawjihi*).
- Seven years general administrative experience, with at least three years in a responsible position in the purchasing function of a governmental organization or private company, and two of three years supervisory experience.

OFFICE SERVICES SUPERVISOR

PURPOSE

To manage the company's office staff, equipment, materials, and services, including building and grounds maintenance, mail distribution, the switchboard, and unassigned vehicles, secretaries, and office boys; also responsible for implementation of security policies.

SUPERVISION

- Receives limited supervision from the Finance and Administration Manager.
- Exercises direct supervision over designated:
 - Secretaries.
 - Drivers, clerks.
 - Office boys.
 - Janitors.

RESPONSIBILITIES

- Assist managers in estimating their needs for office supplies and equipment; procure equipment and allocate office supplies.
- Assign and supervise staff to company buildings and grounds maintenance, or supervise the work of maintenance contractors.
- Draft Company security policies and procedures; oversee and monitor implementation, prepare reports on security incidents.
- Allocate staff from secretarial, driver, and office boy pools to departments on a temporary basis as needed.
- Manage the sorting and distribution of incoming mail; arrange posting of outgoing mail.
- Make travel, hotel, and other logistical arrangements for work-related travel by employees or for visits by company guests.
- Manage switchboard operations; advise the Finance and Administration Manager on needs and options for improvements in the company's voice communications systems.
- Manage photocopy and print shop operations.
- Suggest improvements in work methods, organization, or procedure.
- Assist in setting goals, strategies, and procedures for the department's work.
- Assist in preparation and administration of the department's budget.
- Participate in selecting, training, evaluating, and motivating subordinate personnel.
- Instruct subordinates in the proper use and care of equipment and facilities.
- Participate in preparing specifications for equipment and supplies.
- Requisition materials and supplies.
- Keep records on unit performance and use of time, materials, and equipment.

- Prepare reports and internal memoranda.
- Assist in a variety of divisional activities as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard office equipment and procedures.
- Office, plant, store, and vehicle security policies and procedures.
- Company organization structure and departmental workloads.
- Occupational hazards and safety procedures related to the work of subordinate staff.
- Principles of supervision as applied to technical and clerical personnel.
- Principles of planning, budget preparation, and control.
- Principles of recordkeeping and report writing.
- Modern office procedures and equipment.
- Relevant laws, codes, and regulations.

Ability to:

- Excellent social skills; able to maintain poise and tact in situations requiring allocation of office resources among competing priorities.
- Excellent supervisory skills, able to effectively instruct and manage diverse staff of different types and sometimes little education.
- Strong powers of concentration; able to attend to a large number of different but often simultaneous tasks and details.
- Plan, schedule, coordinate and direct, the work of teams and individuals.
- Select, train, develop, and motivate technical and clerical staff.
- Draft, apply, and explain relevant policies and procedures.
- Keep records, prepare reports, memoranda, and internal correspondence.
- Establish and maintain effective relationships with those contacted in the course of work.
- Respond courteously to inquiries from the general public regarding work within the job's scope.
- Use work processing and spreadsheet programs.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Five years' experience in office management or administration in an organization with 200 or more employees.
- General secondary school certificate (*tawjihi*) **or** Diploma in commercial/business administration studies.

SURVEYOR

PURPOSE

To perform technical survey activities relevant to the design and construction supervision of company projects and large water or sewer connections; including locating survey monuments, performing complex survey activities, and maintaining detailed records.

SUPERVISION

Receives direct supervision from the Engineering and Projects Supervisor.

RESPONSIBILITIES

- Undertake detailed preliminary, topographic, construction, property, geodetic and other engineering surveys; estimate grade and elevation of jobs.
- Operate survey equipment including theodolite, levels, electronic measuring devices, and other equipment to measure distances, horizontal angles and elevations.
- Perform in depth research of various records pertaining to current survey jobs; refer to maps and other related materials.
- Maintain accurate, orderly and legible field notes of survey work performed including lines, angles, distances, benchmarks and mathematical calculations; operate a computer and peripheral equipment including a plotter to compile survey notes; create drawings as required.
- Reference local monumentation; maintain and update records to ensure accurate survey activities.
- Exchange information with ASEZA and Governorate departments and outside contractors on construction jobs as assigned.
- Perform survey activities in a safe and effective manner.
- Answer questions and provide information to the public within sphere of competence and responsibility.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Terminology, methods, practices, and techniques of survey activities.
- Basic trigonometry as applied to the computation of angles, areas, distances, and traverses.
- Survey equipment and instruments.
- Techniques and practices of land surveying.
- Design and construction theory and engineering design standards.
- Materials, methods, and techniques of modern construction.
- Laws, regulations, codes, and department policies relevant to assigned duties.

Ability to:

- Interpret structural and physical plan maps and drawings, cartographic and topographic maps and surveys.
- Gather, interpret, record, and apply field notes in the performance of survey duties.
- Prepare and maintain accurate survey records.
- Use algebraic formulas, trigonometry tables and statistical mathematics to accomplish the level of work described herein.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform journey level survey activities.
- Compile rough technical data and prepare drawings and reports from field studies.
- Understand and interpret construction plans and specifications.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment.
- Exposure to ambient weather conditions, dust, occasionally traffic and construction.

Level of Physical Effort

- Lifting and/or carrying of objects, walking, standing, or sitting for long periods of time. Kneeling, crouching to balance transit, lay chains and tapes, operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma with major course work in surveying, engineering, architecture, or related area.
- Three years of increasingly responsible technical land surveying experience including working with a range of survey equipment.

WATER CONNECTION INSPECTOR

PURPOSE

To provide quality assurance for the Company's water connections, to implement complex connection tasks, and assist in other facets of the Connections Department's work.

SUPERVISION

- Works under direction of the Connections Supervisor or the Quwayra Customer Service Supervisor.
- May exercise technical supervision over lower-level technical staff.

RESPONSIBILITIES

- Inspect the properties and locations of applications for new connections; verify application details regarding intended type of usage, etc; identify mains tapping point, civil work, and materials required. Prepare work map, bill of quantities, and connection cost estimate, prepare estimate of connection charges.
- Review and approve completed new connections, test and turn on supplies; record initial meter reading.
- Recommend methods of disconnection.
- Plan and supervise complex disconnections and reconnections which involve civil work; assess costs and charges.
- Carry out connection inspections referred to the Department by the Billing Department.
- Train plumbers and meter readers in identifying, diagnosing, and reporting meter faults, leakage, and illegal connections.
- Train plumbers in meter removal procedures and reporting.
- Plan and direct spot checks to assure integrity of company meter reading activities.
- Draft notices to customers as required regarding pending Company actions on their connections.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard designs, materials, methods, standards, and costs of water connection and disconnection.
- Company connection policies and procedures.
- Basic survey methods.
- Management of small civil works involving line laying, connection to mains, pavement breaking and restoration.
- Principles of geometry and trigonometry.

- Occupational hazards and safe work practices.

Ability to:

- Read and interpret utility and street maps, develop basic layouts and cross-section diagrams.
- Assess the number and size of connections and meters required in relation to various levels of consumption and facility plans.
- Perform mathematical computations, some involving geometry and basic trigonometry.
- Interact courteously with customers.
- Communicate work requirements to lower-level technical staff and meter readers.
- Explain connection procedures and calculations to customers.
- Maintain high levels of integrity.

WORKING CONDITIONS

Environmental Conditions

- Field environment.
- Exposure to ambient weather conditions, dust, dirt, traffic, noise.
- Possible exposure to subsurface water and wastewater.
- Some incumbents of this position will be posted to Quwayra, a remote rural area with few amenities.
- Others may be required to work some days per month in villages of Wadi Araba district.

Level of Physical Effort

- Walking standing, crouching, bending, kneeling, climbing.
- Occasional confined space entry.
- Driving.

Irregular Hours Requirements

Some incumbents may be subject to shift rotations.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies. Coursework in surveying.
- A total of five years experience covering two or more of the following functions: connections inspection, surveying, plumbing supervision or works, preparation of bills of quantities, assessment of connection charges, meter reading and assessment, meter repair.

SEWER CONNECTION INSPECTOR

PURPOSE

To supervise sewer connection installations and occasionally assist in the supervision of work on rehabilitation or installation of new gravity sewers.

SUPERVISION

- Receives limited supervision from the Sewer Supervisor.
- May exercise occasional supervision over sewer maintenance workers.

RESPONSIBILITIES

- Inspect sites of planned sewer connections; review contractor bills of quantities and drawings for compliance with the utility's standards for materials and installation.
- Coordinate, inspect and review the work of contractors responsible for providing new sewer connections.
- Inspect work before and after completion and recommend modification as appropriate.
- Maintain records related to collection system connections installation, repair, and maintenance activities.
- Investigate cases of suspected illegal sewer connections.
- May supervise the cutting and breaking asphalt and concrete surfaces, pavement of roadways, sidewalks, manholes and related structures.
- Ensure the adherence to safe work practices and procedures.
- Estimate time, materials, and equipment required for jobs assigned; requisition materials as required; work with a variety of vendors on material purchases.
- Respond to public inquiries in a courteous manner; provide information within the area of assignment.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Standard materials and methods for sewer connection installation.
- Procedures, methods, practices, materials and equipment commonly used in a wastewater collection system maintenance and repair program.
- Tools and equipment used in the maintenance and repair of wastewater collection systems.
- Uses and purposes of general construction tools and equipment.
- Occupational hazards and standard safety precautions.
- Principles and procedures of record keeping and reporting.

Ability to:

- Review the work of contractors in the area of work assigned.
- Interpret, explain, and enforce Department policies and procedures.
- Review or prepare as built drawings and report maintenance and repair results to higher supervisory level.
- Read and interpret basic maps and blueprints.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field environment; travel from site to site.
- Exposure to noise, dust, fumes; inclement weather conditions.

Physical Conditions Level of Physical Effort

Standing, walking, or sitting for prolonged periods of time; operating motorized vehicles.

Irregular Hours Requirement

Some overtime may be required if construction or connections work occurs at night-time.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies.
- Four years of responsible experience in supervising installation of water or wastewater connection and maintaining and repairing wastewater collection systems including two years of lead supervisory and inspection responsibility.

INSPECTION TECHNICIAN

PURPOSE

To investigate, by means of field visits to customer premises, meter readings identified as exceptionally high or low by the billing system or customer complaint.

SUPERVISION

Works under the direction of the Senior Assessment Clerk.

RESPONSIBILITIES

- Receive lists of premises to be investigated from the Senior Assessment Clerk.
- Visit premises. Examine meter and connection for signs of leakage, damage, tampering, or illegal use. Interview customer and examine premises and environs for indications of reasons for possible increase or decrease in consumption.
- Prepare field assessment notes for Senior Assessment Clerk, including work orders for meter inspection removal, or connection inspection.
- Draft annotations for GIS or CIS edits as necessary.
- Perform other duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics and physical components of water meters and house connections.
- Typical variables affecting levels of water consumption by various types of user.
- Assessment forms and procedures.
- Interviewing techniques.

Ability to:

- Interact courteously and tactfully yet firmly with customers.
- Conduct simple on-site meter inspections.
- Prepare clear and concise field assessment notes.
- Communicate field observations clearly to supervisors and technicians.
- Maintain high standards of integrity.

WORKING CONDITIONS

Environmental Conditions

- Field environment.
- Exposure to ambient weather conditions, dust, dirt, traffic, noise, dampness.

Level of Physical Effort

- Walking, standing, bending, crouching, kneeling, reaching, climbing.
- Driving or cycling.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Three years experience in connection inspection, plumbing, or meter maintenance work.

PIPEFITTER

PURPOSE

To lead and perform skilled and semi-skilled labor in the installation, maintenance, operation, repair of transmission and distribution water system facilities, such as lines, valves, water control & connection points.

SUPERVISION

- Works under supervision of designated supervisory or technical staff.
- Exercises functional and technical supervision over designated semi-skilled and unskilled staff.

RESPONSIBILITIES

- Cut and prepare piping and fittings; thread and link pipe; replace gate valves and couplings; install and replace water services; install, remove, and replace water meters.
- Lead work crews in the repair of small leaks and pipeline breaks and bursts.
- Review plans and specifications for location of lines.
- Calculate the correct sizing for installation of piping and fixtures.
- Report work results and provide as built drawings to supervisory staff.
- Participate as requested in design and construction supervision activities.
- Participate in cutting and breaking asphalt and concrete surfaces, pavement of roadways, sidewalks, manholes and related structures.
- Maintain work, time, and materials usage records.
- Estimate time, equipments materials, and personnel required to complete jobs.
- Requisition maintenance supplies, materials and equipment.
- Oversee and ensure safe work practices in the field including traffic control, trench safety, use of respiratory equipment, etc.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics of water transmission and distribution system.
- Advanced repair and preventative maintenance techniques and procedures.
- Tools and equipment used in the maintenance and repair of water distribution systems.
- Uses and purposes of general construction tools and equipment.
- Techniques of soldering, brazing, and minor welding.
- Procedures and terminology used in the plumbing trade.
- Procedures of record keeping and reporting.

- Principles of supervision and training.
- Occupational hazards and standard safety precautions.

Ability to:

- Locate water and collection mains and laterals, gate valves, and control valves from maps and drawings.
- Use and operate hand tools, mechanical equipment, and power tools and equipment.
- Read and interpret maps and blueprints, and prepare as-built hand drawings.
- Perform heavy manual labor.
- Train and lead small work crews.
- Adhere to safe work practices.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS**Environmental Conditions**

- Most duties in this class are performed under periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including fumes, chemicals, infectious waste, traffic, equipment noise and vibration, heat, cold, and dampness.
- Some incumbents will be required to work in remote areas (Disi, Wadi Araba & Quwayra).

Level of Physical Effort

Lifting/carrying and handling, stooping and crouching; reaching, kneeling, crawling and climbing; operating motorized vehicles.

Irregular Hours Requirements

- Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree with coursework in welding, pipe fitting and fabrication or a related field.
- Three years of increasingly responsible experience maintaining and repairing water pipelines and distribution systems.

PLUMBER

PURPOSE

To perform a variety of semi-skilled tasks in the repair and maintenance of public water transmission and distribution systems and house connections.

SUPERVISION

- Works under direct supervision of the assigned supervisory or technical staff.
- May exercise direct technical supervision over unskilled laborers.

RESPONSIBILITIES

- Inspect, repair and install water distribution pipelines, fixtures, cross connections and fittings, backflow and pressure prevention devices, flow meters and isolation valves.
- Install, repair, and remove consumption meters, flow meters, sample points, chemical lines and related components.
- Report repairs and results to supervisory staff.
- Perform related duties and responsibilities as required.

REQUIREMENTS

Knowledge of:

- A variety of common plumbing hand tools and their use.
- Procedures and terminology used in the plumbing trade.
- Backflow device installation and repair.
- Meter and isolation valve installation and repair.
- Basic mathematical principles.
- Operational hazards and standard safety practices.

Ability to:

- Use journeyman plumbing tools.
- Repair and/or replace damaged plumbing and plumbing fixtures.
- Repair and install small domestic pumps.
- Read drawings or maps when necessary to perform plumbing repairs.
- Locate water and collection mains and laterals, gate valves, and control valves from maps and diagrams.
- Understand and follow oral and written instructions.
- Work cooperatively with co-workers.

WORKING CONDITIONS

Environmental Conditions

- Most duties in this class are performed under periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including fumes, chemicals, infectious waste, equipment noise and vibration, heat, cold, and dampness.
- Some incumbents may be required to work in remote areas (Disi, Wadi Araba & Quwayra).

Level of Physical Effort

- All positions require frequent lifting/carrying and handling, stooping and crouching; reaching, kneeling, crawling and climbing.
- A few demand color discriminating and field of vision.
- Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

Irregular Hours Requirements

Incumbents are required to take stand-by duties that include being on call after hours and responding to emergency problems at any hour as needed.

QUALIFICATIONS

Qualifying Education and Experience

Industrial technical school degree plus two years relevant experience *or* five years' relevant experience.

WELDER

PURPOSE

To perform skilled arc and oxyacetylene welding in repairing, constructing, fabricating, and maintaining various types of equipment and tools.

SUPERVISION

Receives direction from the designated supervisory staff.

RESPONSIBILITIES

- Perform oxyacetylene and arc welding, and related operations such as brazing, coating, trimming, cutting and heating to repair, construct, and fabricate piping and equipment.
- Prepare metals for welding by grinding, chipping, grooving, beveling, pre-heating, tacking parts, and arranging and fastening work in fixtures or supports.
- Lay out work from blueprints, sketches, samples, or work orders, and determine proper weld for required strength and character.
- Perform bench work using various welding tools, grinders, files, chipping hammers, and wire brushes to assemble and repair various tools.
- Maintain welding tools and equipment in proper condition by cleaning and oiling machinery, and report needed major repairs.
- Assist in dismantling and assembling equipment undergoing repair.
- Performs related duties as assigned.

REQUIREMENTS

Knowledge of:

- Methods, procedures, materials and equipment used in welding.
- Working properties of steel and other metals.
- Metallurgy, metal alloys and their characteristics.
- Welding rules, codes and regulations.
- Principles and procedures of record keeping.
- Basic mathematical and trigonometry principles.
- Occupational hazards and standard safety practices.

Ability to:

- Operate a variety of welding and fabricating equipment in a safe and effective manner.
- Read and interpret blue prints and specifications.
- Analyze potential structural failures and make necessary reinforcements.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Shop/field environment; travel from site to site.
- Exposure to heat, hazardous welding equipment; and inclement/adverse weather conditions.
- Exposure to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including fumes, chemicals, infectious waste, equipment noise and vibration, heat, cold, and dampness.

Level of Physical Effort

All positions require frequent lifting/carrying and handling, stooping and crouching; reaching, kneeling, crawling and climbing.

Irregular Hours Requirements

Incumbents must be available on-call to respond to emergency service requests.

QUALIFICATIONS

Qualifying Education and Experience

Five years of increasingly responsible welding experience and industrial technical school degree *or* completion of a formal apprenticeship program in welding or fabrication and two years experience.

BILLING SYSTEM OPERATOR

PURPOSE

To generate a wide range of reports and lists from the customer information system in support of the Company's customer service functions.

SUPERVISION

Works under the supervision of the Billing Supervisor.

RESPONSIBILITIES

- Program the customer information system to develop appropriate activity batches for initial and follow-on meter reading, billing, and collection cycles.
- Work with the GIS Technician to optimize meter reading, billing and collection routes.
- Generate meter reading, billing, and collection lists and invoices for meter readers.
- Design, in consultation with the Billing Supervisor, statistical and exception reports on connections, consumption, meter status, sales, and collections by user class and zone, and on Company customer service activities and performance.
- Generate reports according to the planned periodicities.
- Develop and generate special reports as instructed.
- Troubleshoot computerized customer profiles for missing or inconsistent data.
- Implement authorized edits to customer profiles.
- Suggest ways to increase the functionality, versatility, speed, and accuracy of customer information system operations; work with Database Administrator to implement enhancements.
- Program enhancements or modifications to bill formats as instructed.
- Perform other duties as required.

REQUIREMENTS

Knowledge of:

- Customer billing system procedures and routines.
- Company customer information system (CIS) database structure and operating system.
- Accounts receivable module of the Company's computerized financial accounting system.
- Principles of computer programming, operating systems, and network administration.
- Batch running protocols.
- Report design and generation routines.
- List design and generation routines.

- Database editing routines.
- Understanding of CIS/GIS interfaces.
- English language.

Ability to:

- Manage a complex and dynamic database; carry out programming instructions.
- Produce a range of reports, including statistical reports, and graphs.
- Manage a wide variety of related tasks, often under time pressure.
- Maintain effective working relationships with co-workers in other divisions, especially Database Administrator, Information Systems Specialist, GIS Specialist, and GIS Technician.

WORKING CONDITIONS

Environmental Conditions

Office environment - exposure to computer screens.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

Infrequent.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in computer or commercial/business studies.
- Three years database system management experience, including responsible work in Oracle environments. COBOL programming experience is highly desirable. GIS experience is an advantage.
- Two years experience in sales-related systems operations.

SCADA AND TELEMETRY OPERATOR

PURPOSE

To operate, monitor, maintain, inspect, and calibrate SCADA, telemetry, instrumentation and control systems for water and wastewater systems to assist other employees in the operation and maintenance of instrumentation and control systems and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

Works under general supervision of the relevant Division Manager.

RESPONSIBILITIES

- Operate and monitor instrumentation related to SCADA, telemetry, instrumentation control, telecommunications, hydraulics, pneumatics and a variety of other systems; inspect and calibrate installed control systems to assure proper operation.
- Report incidents of abnormal or irregular levels, flows and pressure readings, and malfunctioning electromechanical equipment immediately to Division Manager or acting operations supervisor.
- Use computer software programs for data logging and control.
- Maintain records and logs on operations and activities; coordinate and prepare a variety of narrative and statistical reports and graphs. Assist in preparing exception and incident reports.
- Participate in the fabrication, mounting and wiring of control and monitoring systems, devices and instrumentation.
- Participate in repairing instrumentation systems, equipment and components, both in the field and in the office.
- Diagnose and troubleshoot malfunctioning systems and equipment, calibration problems, and other measuring, recording and transmitting device failures.
- May modify, design, and change control circuits; install temporary systems to sustain operations.
- Interpret and modify drawings, blueprints, schematics and diagrams for a variety of water and wastewater SCADA and telemetry systems.
- Estimate time and materials for assigned projects.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic electrical and control science.
- Technical operation and maintenance of modern electronic devices.
- Operating characteristics of electronic components.

- Principles and practices of control instrumentation calibration and alignment procedures, especially for SCADA.
- Occupational hazards and standard safety practices and electrical codes.
- Mechanical machine design and hardware systems.
- Principles of computer programming, operating systems, and network administration.
- Plant requirements and permits.
- Characteristic operations of water, wastewater, reclamation, distribution and collection systems.
- Computer skills.
- English language.

Ability to:

- Install, operate, maintain, and modify equipment related to electronics, instrumentation control, telemetry, telecommunications, hydraulics, and pneumatics.
- Calibrate, align and test a variety of processes.
- Read, interpret and understand technical manuals, electronic schematics, blueprints, drawings, and diagrams.
- Operate and use flow monitoring and operations control software, especially SCADA.
- Maintain detailed records and prepare statistical reports and graphs.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain a constant level of concentration on gauges, controls, and meters for extended periods of time.

WORKING CONDITIONS

Environmental Conditions

- Office environment.
- Some incumbents may be posted to Quwayra town, a remote area with few amenities.

Level of Physical Effort

Work entails extended periods of relative immobility and visual concentration.

Irregular Hours Requirements

Incumbents must be available and capable to work shifts (including evening and nights) weekends and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial studies with computer system coursework, or Diploma in computer studies with three years experience in the maintenance or installation of automated control systems, preferably for water and wastewater systems.
- Alternatively, industrial technical school degree with at least five years experience in SCADA system operation and maintenance or computerized production/operations management systems.
- Previous experience in control room operations is desirable.

WASTEWATER SYSTEM OPERATOR I

PURPOSE

To oversee the daily operations of the Aqaba city wastewater system (including sewage pumping, plant headworks, secondary treatment, tertiary treatment, natural treatment, and sludge disposal), serve as the first line of response to operations emergencies, and oversee the implementation of routine maintenance activities.

SUPERVISION

- Receives general supervision from the Wastewater Division Manager.
- Receives technical supervision from the Wastewater Treatment Engineer.
- Exercises technical supervision over lower level plant operation staff.

RESPONSIBILITIES

- Hold lead responsibility for the daily operations of the wastewater treatment plant and pumping stations; perform assigned treatment plant and lift stations rounds including inspecting, monitoring and documenting plant operations by reading plant equipment gauges, dials, graphs and other instrumentation.
- Participate in developing operation procedures for wastewater activities.
- Instruct and train staff in appropriate operation and treatment methods and techniques; schedule staff to ensure proper plant operations.
- Operate, adjust and monitor treatment plant and lift station pumps, screens, motors, scrapers, blowers, compressors, aerators, feeder and other equipment to maintain appropriate plant operations.
- Maintain, compile and update plant operations logs and reports; perform and record mathematical calculations related to plant operational activities. Prepare plant operations exception/incident reports.
- Maintain, repair and service plant operations machinery and equipment including pumps, valves, motors, engines, meters, drives, tanks and reservoirs; change lubrications.
- May participate in taking wastewater samples and perform a variety of basic laboratory tests.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- O&M requirements of wastewater pumping, treatment, and reuse facilities.
- Basic principles of biology, chemistry, and mathematics.
- Plant requirements and permits.
- Laboratory analysis techniques and health standards for wastewater.
- Sampling methods and techniques.

- Safe work practices.
- Principles of computer programming, operating systems, and network administration.
- SCADA operations control system operation.
- Principles of supervision and training.
- English language.

Ability to:

- Operate and maintain wastewater treatment plant equipment.
- Lead and train lower level plant operations staff.
- Operate computer applications such as SCADA, MS Office suite-type applications, wastewater treatment monitoring and control software.
- Conduct queries and print reports from the Company's computerized purchasing and water quality databases.
- Monitor, read and interpret mimic boards, monitoring control station, gauges and other recording devices related to wastewater treatment plant operations.
- Take samples and perform routine laboratory tests.
- Diagnose operating problems and take effective courses of action.
- Maintain detailed records and compile data into written and statistical reports and graphs.
- Perform minor maintenance on plant equipment such as pumps, valves, and electronic monitoring devices.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office and wastewater treatment plant environment.
- Exposure to chemicals, confined spaces, machinery and computer screens.
- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Occasional exposure to hazardous chemicals, untreated and treated wastewater and toxic gases, and infectious materials.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.
- May require light physical work with frequent lifting/carrying objects, climbing, balancing, stooping, kneeling, crouching and distinguishing sounds of equipment.

Irregular Hours Requirements

Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial, science, or computer studies. Course work in mathematics, mechanical and electrical repair, electronics and instrumentation.
- Five years of increasingly responsible experience in the operation and maintenance of wastewater treatment and pumping facilities including experience of supervisory responsibility.
- Previous experience in control room operations is desirable.

WASTEWATER SYSTEM OPERATOR II

PURPOSE

To perform a variety of skilled operations and operations control tasks with respect to one or more components of the Aqaba wastewater system (e.g., pumping station, plant headworks, treatment facilities, and sludge disposal).

SUPERVISION

- Receives general supervision from the Wastewater Division Manager.
- Receives technical direction from the Wastewater System Operator I.
- Exercises functional and technical supervision over lower level plant operation staff.

RESPONSIBILITIES

- Perform assigned treatment plant and pump station rounds: inspecting, monitoring and documenting operations by reading equipment gauges, dials, graphs and other instrumentation.
- Operate and adjust pump station and treatment plant pumps, motors, feeders and other equipment to maintain appropriate operations.
- Maintain, compile and update plant operations logs and reports; perform and record mathematical calculations related to plant operational activities.
- Mix and add treatment chemicals; ensure adequate chemical application according to regulations and guidelines.
- Maintain, repair and service machinery and equipment including pumps, valves, motors, meters, tanks and reservoirs; change lubrications.
- May collect wastewater samples and perform simple tests.
- Perform general facility maintenance such as cleaning, painting and repairing plant facilities as well as various grounds maintenance duties.
- May assist in the training of lower level staff as required.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Principles and practices of wastewater treatment plant operations.
- Operating principles of plant equipment such as valves, pumps, and motors.
- Laboratory analysis techniques and standards for wastewater.
- Operational and safety regulations pertaining to wastewater treatment plant operations and vehicle and equipment usage.
- Sampling methods and techniques.
- Safe work practices.

- Basic of SCADA operations control systems.
- English language.

Ability to:

- Operate and maintain wastewater treatment plant equipment.
- Read and interpret gauges and other recording devices related to wastewater system operations.
- Take samples and perform simple laboratory tests.
- Diagnose operating problems.
- Make independent technical decisions to maintain proper treatment process.
- Maintain pertinent records and compile data into written reports.
- Perform minor repair and maintenance on equipment such as pumps, valves, and electronic monitoring devices.
- Perform manual labor.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Wastewater treatment plant and field environment.
- Exposure to chemicals, confined spaces, machinery and computer screens.
- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Exposure to hazardous chemicals, untreated and treated wastewater and toxic gases, and infectious materials.

Level of Physical Effort

- Walking, standing, or sitting for long periods of time.
- Operating motorized vehicles.
- May require light physical work with frequent lifting/carrying objects, climbing, balancing, stooping, kneeling, crouching and distinguishing sounds of equipment.

Irregular Hours Requirements

Incumbents must be available for shift work on nights, weekends, and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree with coursework in mechanical and electrical maintenance and repair, instrumentation.
- Two years of responsible experience in the operation and maintenance of wastewater treatment and pumping facilities.

SWITCHBOARD OPERATOR

PURPOSE

To screen and route incoming calls and perform a variety of related switchboard operating tasks.

SUPERVISION

Works under the direct supervision of the Office Services Supervisor.

RESPONSIBILITIES

- Receive and route incoming telephone calls.
- Maintain and circulate up-to-date internal and external telephone directories.
- Program telephones as instructed.
- Troubleshoot switchboard operations.
- Apply telephone call load management policies and procedures when necessary.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company organizational structure, departmental functions, positions, and staffing plan.
- Telephone switchboard system operations.
- Spreadsheet applications.

Ability to:

- Respond to inquiries and requests from the public in a courteous and informed manner.
- Read and interpret relevant policies and procedures.
- Maintain a high level of concentration and attention to detail.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

- Sitting, stretching, and bending.
- Work demands a high and constant level of visual and auditory concentration.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Technical or secondary school degree.
- Two years experience with multi-line phone systems.

MAPPING TECHNICIAN

PURPOSE

To provide, enter, and edit distribution and collection system mapping data for the utility's GIS. Also, to assist as requested in drafting maps for new pipeline projects.

SUPERVISION

Works under the direction of the Engineering and Projects Supervisor, with technical supervision by the GIS Specialist.

RESPONSIBILITIES

- Draft and update maps of water transmission and distribution and wastewater collection systems involving extensive research of pipe records, drawing to scale and showing facilities in relationship to street and right-of-way boundaries.
- Interpret survey field information for the purpose of plotting, and perform various related mathematical computations.
- Obtain necessary information from existing maps, plat books, design and survey notes; make field trips to obtain locations, take measurements and take photographs when necessary to revise GIS maps.
- Detail proposed improvements, layout construction plans, and working drawings, as requested.
- Draft maps to scale, changing scale when necessary, indicating property lines, building locations, poles, rights-of-way, cables, paving, lightings, and relevant installations and facilities.
- Lay out topography, structures, pipelines, etc, from survey field notes.
- Edit and expand GIS maps.
- Performs related duties as required.

REQUIREMENTS

Knowledge of:

- Computer peripherals and accessories.
- Basic principles of distribution and collection system design and operations.
- Water and wastewater system mapping and drawing standards methods, and techniques.
- Data entry standards and quality control procedures.
- Map filing systems and procedures.
- Mathematical principles.

Ability to:

- Develop detailed maps.
- Perform all aspects of AUTOCAD operation.
- Take professional quality photographs.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment; works with computers.
- Field work may involve exposure to ambient weather conditions, dust, noise, traffic.

Level of Physical Effort

- Standing, walking, crouching, squatting, occasional confined space entry.
- Driving.
- Aspects of the work entail sustained and close concentration on computer screens.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Three years as a technical draftsman with hands-on experience in AUTOCAD. GIS operation experience is desirable.
- Diploma in Engineering/Technical Drafting using computer software.

GIS TECHNICIAN

PURPOSE

To maintain and expand the utility's GIS database for water and wastewater systems, produce a variety of system reports, and operate routine GIS interfaces with the utility's network maintenance management system (MMS) and computerized billing system.

SUPERVISION

Receives direct supervision from the GIS Specialist.

RESPONSIBILITIES

- Assist the GIS Specialist in developing routes and schedules for the utility's leak detection, valve exercising, mains flushing, manhole inspection, and sewer cleaning programs. Receive and enter completion reports.
- Download MMS work orders, status reports, and completion reports to GIS database, and generate lists of pending and completed work orders. Maintain up-to-date on-line work order status monitoring system.
- Generate leakage repair work orders from the leak detection program and send them to the appropriate Division; receive and enter status and completion reports.
- Enter or download periodic flow and consumption data.
- Enter or download new connections, disconnections, and reconnections data.
- Assist the Customer Service Division in optimizing meter reading routes.
- Issue periodic statistical reports, maps, and graphs on operational performance and activities of the utility with respect to water distribution and wastewater collections systems.
- Implement special projects as instructed by the GIS Specialist.
- Perform other duties as required.

REQUIREMENTS

Knowledge of:

- GIS programming and operating system.
- Utility's network MMS system screens, operations, and protocols.
- Basic principles of computer networks.
- Computer peripherals and accessories.
- Principles and procedures of computer systems.
- Data entry quality control procedures.
- Basic mathematical principles.

Ability to:

- Operate a variety of computers, including a variety of software programs.
- Perform GIS operational functions.
- Perform a variety of journey level clerical computer duties in support of an assigned function.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

- Sitting for prolonged periods of time.
- Work requires sustained and close concentration on computer screens.

Irregular Hours Requirements

Infrequent, may occasionally need to respond to requests for emergency assistance.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in engineering or in computer science with coursework on engineering or hydraulic software programs.
- Two years experience working with engineering-related software programs with at least one year's experience in GIS operation.

LEAK DETECTION TECHNICIAN

PURPOSE

To implement the utility's systematic leak detection program. Also assists in selected mapping activities.

SUPERVISION

Works under technical supervision of the GIS Specialist and under administrative supervision of the Engineering and Projects Supervisor.

RESPONSIBILITIES

- In consultation with the GIS Specialist, develop criteria and methods for identifying network zones characterized by excessive water losses.
- Under supervision of the GIS Specialist, develop a monthly plan of zones and stretches to be examined for leakage.
- Use ultrasound and other types of leak detection equipment to conduct leakage surveys over planned stretches.
- Prepare work orders for leak repair for entry to GIS.
- Follow up the results of leak repair activities performed by the Water Division.
- Take regular readings from distribution system flow meters and report to GIS.
- Implement night-flow monitoring programs where feasible.
- As requested by the GIS Specialist, use equipment to locate and characterize distribution or collection system lines.
- In cases of emergency service interruptions, assist repair crews in pinpointing leaks.
- As requested by the Engineering and Projects Supervisor, assist operating divisions in locating valves or buried manholes.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic principles of water system design and operation.
- Procedures, methods, practices, materials and equipment used in water transmission and distribution system operation, maintenance and repair.
- Leak detection methods and equipment.
- Principles and practices of water consumption monitoring.
- A variety of common plumbing hand tools and their use.
- Flow meters and isolation valves installation and repair.
- Basic arithmetic principles.
- Principles and procedures of record keeping and reporting.
- Occupational hazards and standard safety practices.

- MMS & GIS system elements and procedures.

Ability to:

- Follow up and review the work of maintenance personnel.
- Read and interpret network and connection maps and diagrams.
- Recognize types of valves, fittings, and pipeline materials.
- Use and calibrate water leak detection equipment and computer equipment.
- Compile technical data and prepare statistical and narrative reports from field studies.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and office environment, work outdoors most of the time, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- The incumbent will be required to work on several days per month in Wadi Araba and Quwayra.

Level of Physical Effort

- Standing, walking, and sitting; operating motorized vehicles.
- May require climbing, stooping, kneeling, crouching, and crawling.

Irregular Hours Requirements

- The incumbent must be available on call to respond to service interruption emergencies.
- A considerable part of the work will be performed after midnight.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree in industrial or computer studies.
- Three years of responsible experience in the maintenance, repair, and installation of water transmission and distribution systems with at least one year's experience using electronic/ultrasound leak detection equipment.

LABORATORY TECHNICIAN

PURPOSE

To perform the full range of chemical, biological, and physical tests on raw and potable water, wastewater, biosolids, and soils.

SUPERVISION

- Receives direction from the Chemist or the Industrial Waste Specialist.
- Exercises direct supervision over Laboratory Assistants.

RESPONSIBILITIES

- Perform chemical, biological, and physical tests including nitrogen species, oil and grease, chemical and biochemical oxygen demand, calorimetric, and volumetric analysis, cyanide, trace metals, heavy metals and bioassay.
- Utilize a wide variety of laboratory equipment including an atomic absorption spectrometer, graphite furnace, gas chromatograph, mercury analyzer, total organic carbon analyzer, and UV/VIS photo-spectrometer to test for heavy metals including mercury and carcinogenic organic compounds.
- Monitor and review the results of the quality assurance/control program; analyze laboratory data and recommend treatment modifications; present data analysis in tabular and graphical forms.
- Maintain accurate and thorough records of laboratory activities and results.
- Oversee and participate in the preparation of chemical reagents.
- Coordinate sample collection schedules with O&M divisions.
- Enter collection and analysis results into computerized and manual databases, prepare reports, tables, and graphs.
- Supervise collecting samples from reservoirs, water and wastewater treatment plants, distribution and collection systems, and receiving waters.
- Assist in the preparation of water quality monitoring program plans and budgets.
- Monitor laboratory supply levels.
- Troubleshoot, clean and maintain laboratory equipment and supplies.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Laboratory techniques, equipment, terminology, and procedures.
- Principles and practices of qualitative and quantitative chemistry, biology, and bacteriology.
- Standard methods for sampling, collection, and analysis of water and wastewater.
- Intermediate mathematics.

- Proper sample collection procedures and techniques.
- Modern laboratory procedures, methods and computer equipment.
- Principles and procedures of record keeping.
- Relevant laws, codes and regulations.
- Occupational hazards and standard safety practices.
- English language.

Ability to:

- Analyze and interpret test results.
- Conduct chemical, biological and physical tests.
- Instruct lab Assistants in the collection of samples and specimens.
- Perform mathematical calculations.
- Operate analytical laboratory instruments.
- Use and maintain laboratory equipment.
- Use computers and a variety of computer software programs.
- Prepare clear and concise technical reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Train Laboratory Assistants in laboratory procedures and methodologies.

WORKING CONDITIONS**Environmental Conditions**

- Office or wastewater treatment plant environment.
- Exposure to hazardous chemicals, infectious waste, and computer screens.
- Exposure to untreated and treated wastewater and reclaimed water.

Level of Physical Effort

Walking, standing, and sitting.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS**Qualifying Education and Experience**

- Bachelors degree in biology, chemistry, or a related field.
- Three years of experience conducting a variety of tests in a chemical or biological laboratory.

LABORATORY ASSISTANT

PURPOSE

To conduct water and/or wastewater sampling and perform basic chemical, physical, and basic biological analyses of drinking water and wastewater.

SUPERVISION

Works under direct supervision of Chemist or Laboratory Technician.

RESPONSIBILITIES

- Collect drinking and wastewater samples from treatment plants, distribution and collection systems, reservoirs, and receiving waters.
- Analyze water and sludge samples for total suspended solids, volatile suspended solids, percent solids and percent volatile solids; perform digestion sludge analysis to determine alkaline and volatile acid levels.
- Perform biological oxygen demand and chemical oxygen demand analysis on water samples; perform dissolved oxygen analysis.
- Perform chlorine residual analysis on drinking and wastewater samples; perform ammonia analysis on water samples.
- Participate in conducting microbiological analysis.
- Perform oil and grease analysis on wastewater samples.
- Perform volumetric titration analysis to determine calcium, hardness, alkalinity, chlorine, and sulfate concentration in water.
- Conduct analysis of water samples to determine turbidity, pH, color, odor and temperature; perform nitrate and total organic carbon content analysis on water samples.
- Prepare and standardize chemical reagents to specified volumes and concentrations; prepare microbiological media.
- Enter test results into computer.
- Troubleshoot, clean and maintain laboratory equipment and supplies.
- Analyze surface water utilizing microscopy.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic laboratory techniques, equipment, terminology, and procedures.
- Basic principles of qualitative and quantitative chemistry, mathematics, biology, and bacteriology.
- Basic principles of chemical and physical analysis.
- Modern laboratory procedures, methods and computer equipment.

- Local and international laws, codes and regulations.
- Occupational hazards and standard safety practices.
- Basic mathematics.
- Basic computer skills.

Ability to:

- Conduct routine chemical, biological and bacteriological examinations and analyses.
- Conduct routine mathematical calculations.
- Operate analytical laboratory instruments.
- Prepare clear, concise and technical reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office, water treatment plant and water treatment distribution system environment.
- Exposure to, confined spaces, hazardous chemicals, infectious waste, noise, machinery, and computer screens.
- Exposure to untreated and treated wastewater and reclaimed water.

Level of Physical Effort

Walking, standing, or sitting for long periods of time; operating motorized vehicles.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in science with course work in biology, chemistry, or a related field.
- Two years of experience conducting tests in a physical, chemical or biological laboratory is desirable.

CHLORINE TECHNICIAN

PURPOSE

To install, remove, maintain, calibrate and repair the chlorination equipment in water, and wastewater treatment systems.

SUPERVISION

Receives supervision from Maintenance Division Manager.

RESPONSIBILITIES

- Perform operation, rounds inspecting, monitoring and documenting unit operations by reading chlorine units equipment gauges, dials, graphs and other instrumentation.
- Record and verify accuracy of chlorine concentration, chlorine solution flow, pressure and other measuring, recording and transmitting devices used in chlorine systems equipment; perform physical and chemical testing to calibrate systems.
- Operate, adjust, and monitor chlorine units equipment: chlorinators, chlorine cylinders and scales, change over devices, chlorine traps and filters, chlorine pressure reducing valves, chlorine vacuum regulates, chlorine gas dosing systems, instrumentation and control, booster pumps and gauges.
- Maintain, repair and service chlorination main equipment and instruments including pumps, valves, motors, meters, gauges; and perform preventative maintenance; make recommendations as necessary to replace equipment if repair is not feasible.
- Diagnose, troubleshoot and repair malfunctioning equipment at the component level; ensure maintenance of programmable equipment, and other measuring, recording and transmitting devices.
- Inspect installed systems to assure 24 hour continuous plant operation.
- Operate, adjust, monitor and maintain chlorine gas detection safety units: gas detectors and sensors, visual and audible alarms.
- Maintain safety equipment: breathing emergency equipment, breathing face mask, safety glasses, stand-alone body and eye shower, ammonia bottles, gloves, rubber suit and warning signs.
- Maintain chlorine manual testing apparatus and material.
- Maintain emergency tools and equipments for cylinder leakage.
- Maintain, compile and update chlorine units' operations logs and reports. Assists in maintaining records of maintenance and repair activities.
- Replace empty chlorine cylinders with full cylinder after checking valve and connection condition.
- Report chlorine consumption at each site, schedule chlorine cylinders refilling.
- Participate in the ordering of materials and supplies as required.
- May collect water samples and/or perform routine tests; work closely with the laboratory on testing processes.

- Prepare the utility's chlorine safety programs: determine needs for protective equipment, assess training needs and deliver training, identify requirements for facility access, signs, warnings, etc.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- General characteristics and practices of water and wastewater treatment plant operations.
- Basic principles of chlorination system design and operation.
- Operating principles and procedures of chlorination equipment such as chlorinators, valves, pumps, alarms, controls, etc.
- Basic principles of electronic and electrical theory.
- Technical operation and maintenance of modern electronic devices and components.
- Principles, procedures and practices used in the installation, calibration, operation, maintenance and repair of instrument and control systems.
- Tools and equipment used in the installation, maintenance, and repair of instrument and control systems.
- Standard chlorine testing and chlorinator operation procedures.
- Standard principles of chemistry.
- Safe work practices in dealing with chlorine and other dangerous gases.
- First aid; emergency and safety equipment; oxygen-breathing apparatus, breathing face masks, etc.
- English language

Ability to:

- Read and interpret gauges and other recording devices related to chlorine systems operations.
- Operate a variety of sophisticated electronic test equipment used for troubleshooting.
- Operate various tools, instruments and equipment used in testing and repair of equipment.
- Take water samples and perform routine chlorine site tests.
- Read, interpret and understand technical manuals, electronic schematics, blueprints, drawings, and diagrams.
- Maintain routine records and compile data into reports.
- Develop, communicate, and apply safe work practices.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and wastewater treatment plant environment.
- Exposure to chemicals, confined spaces and machinery.
- Periodic exposure to noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Exposure to very hazardous chemicals and gases, untreated and treated wastewater, toxic gases, and infectious materials.
- Incumbents will be required to work several days per month in remote locations such as Disi, Wadi Araba and Quwayra.

Level of Physical Effort

Walking and standing, occasionally lifting/carrying objects; climbing, balancing, stooping, kneeling, crouching, handling, reaching.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Three years of experience in installation, operation, repair and maintenance of chlorination equipment and systems, including experience of instrumentation and electro-mechanical control systems in water/wastewater treatment.

CONTROL & INSTRUMENTATION TECHNICIAN

PURPOSE

To install, maintain calibrate and repair the electronics, instrumentation and control systems for water and wastewater system facilities.

SUPERVISION

Receives supervision from assigned managerial or supervisory staff.

RESPONSIBILITIES

- Participate in the installation, wiring, maintenance and repair of all electronic, electro-mechanical control, instrumentation control, hydraulic, pneumatic and other control systems and equipment for water and wastewater systems. Inspect installed systems to assure proper operation.
- Record and verify accuracy of flow, temperature, pressure and other measuring, recording and transmitting devices used in water and wastewater treatment and laboratory equipment; perform physical and chemical testing to calibrate systems.
- Troubleshoot and repair malfunctioning equipment at the component level; ensure maintenance of programmable equipment.
- Maintain calibration, configuration control, preventive maintenance, and system integrity records; recommend calibration intervals; perform routine alignment and calibration on electronic equipment.
- Diagnose, troubleshoot, update and repair malfunctioning systems and equipment, calibration problems and other measuring, recording and transmitting device failures.
- Inspect and repair equipment and wiring; makes recommendations as necessary to replace equipment if repair is not feasible.
- Perform emergency field repairs of electrical and electronic equipment when needed.
- Assist in maintaining records of maintenance and repair activities.
- Ensure safe and reliable power to all plant processes.
- Participate in the ordering of materials and supplies as required.
- Perform other related duties as required.

REQUIREMENTS

Knowledge of:

- Basic principles of electronic and electrical theory.
- Technical operation and maintenance of modern electronic devices.
- Operating characteristics of major electronic components.
- Principles and practices of instrumentation calibration and alignment procedures.

- Practices and procedures used in the installation, maintenance, operation and repair of SCADA, telemetry, instrument and control systems.
- Tools and equipment used in the installation, maintenance, and repair of SCADA, telemetry, instrument and control systems.
- Occupational hazards and standard safety practices and electrical codes.
- Operations of water, wastewater, reclamation, distribution and collection systems.
- Computer skills.
- English Language.

Ability to:

- Read, interpret and understand technical manuals, electronic schematics, blueprints, drawings, and diagrams.
- Install, modify and repair equipment related to electronics, instrumentation control, telemetry, telecommunications, hydraulics, and pneumatics.
- Calibrate, align and test a variety of processes.
- Maintain detailed records.
- Maintain and repair the controllers, instruments, circuit boards, and electrical board and other associated equipment used.
- Operate a variety of sophisticated electronic test equipment used for troubleshooting.
- Operate various tools, instruments and equipment used in testing and repair of equipment.
- Diagnose and analyze problems and develop effective solutions in accordance with the schematics.
- Have a full understanding of computer systems and the ability to operate and use operation, calibration, diagnosing software programs.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Plant or field environment; travel from site to site; exposure to noise, dust, fumes; inclement weather conditions; work with computer and office equipment.
- May require work around untreated water and wastewater.
- Some incumbents may be required to spend several days per month working in remote locations (Disi, Wadi Araba, and Quwayra).

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for standing, walking, or sitting for prolonged periods of time.
- Operating motorized vehicles.
- May require lifting objects.

- Also includes climbing ladders, stooping, kneeling, crouching, crawling, color determination and diagnosing equipment maintenance needs through listening and feeling machine surfaces.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Five years covering installation, repair and maintenance of water and wastewater control or similar electronic equipment, including experience with both analog and digital electronic systems and electro-mechanical control systems.

MAINTENANCE TECHNICIAN

PURPOSE

Lead, oversee, participate, and perform a variety of skilled mechanical work involving installation, maintenance and repair activities for a variety of water collection, distribution, wastewater collection and wastewater treatment systems equipments; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives supervision from the Maintenance Division Manager.
- May exercise technical supervision over lower level staff.

RESPONSIBILITIES

- Lead, inspect, diagnose, and locate difficulties and faults in a variety of water transmission and distribution, wastewater treatment and collection systems electromechanical equipments including installing, disassembling and repairing pumps, screens, aerators, air compressors and blowers, scrapers, valves, controls, analyzers, feeders, generators, transformers, gauges, and other related equipment.
- Lead, oversee, and participate in the installation, maintenance and repair of water transmission and distribution system, wastewater treatment and collection systems electromechanical equipment.
- Lead, oversee, inspect, maintain, repair and overhaul air valve, vacuum breakers, control valves, check valves, isolation gate and butterfly valves.
- Lead in the installation of pumps for use in pump stations; maintain and repair pump stations as necessary.
- Lead, participate, and perform preventive maintenance functions on water and wastewater system equipment; identify equipment maintenance needs.
- Lead, directs, and performs preventive maintenance functions on water, wastewater and reclaimed systems equipments; identify equipment maintenance needs.
- Ensure parts and equipment are lubricated; packings and bearings are replaced in pumps and motors; motor oil is changed.
- Ensure that electromechanical equipment and machinery operating data is properly read, logged, compiled, and recorded.
- Train employees to interpret drawings, blueprints, schematics and diagrams for a variety of utility systems.
- Lead, participate, and perform general utility maintenance activities including reservoir cleaning, checking reservoir levels, and inspecting reservoirs and drains for leakage; perform routine water distribution and collection system repair, cleaning, and painting activities.
- Assist the Maintenance Division Manager in preparation of the utility's annual maintenance plans and budgets.
- Ensure records on work, time, and material usage are maintained.

- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Practices and procedures used in the installation, maintenance and repair of water and wastewater electrometrical systems.
- Principles of mechanical and electrical theory.
- Materials, equipment and tools used in repair and maintenance activities.
- Tools, equipment, and procedures used in the overhaul, repair, and adjustment of utility distribution system equipment.
- Procedures of preventive maintenance related to utility equipment and machinery.
- Purchasing module of the company's computerized financial accounting system.
- Occupational hazards and standard safety practices necessary in the area of work assigned.
- Basic principles and procedures of record keeping.
- Safe work practices.

Ability to:

- Troubleshoot electromechanical water and wastewater equipment.
- Diagnose, disassemble, and repair water and wastewater system equipment.
- Analyze problems and develop effective solutions and accurately determine mechanical and electrical repair needs.
- Read and interpret equipment manuals, blueprints, and schematics.
- Train employees to use and operate hand tools, power tools, and equipment in a safe and efficient manner.
- Train employees to perform journey level semi-skilled installation, repair and maintenance activities.
- Conduct queries and print reports in the Company's computerized purchasing system.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and wastewater treatment plant environment; exposure to chemicals, confined spaces, machinery and computer screens.
- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Occasional exposure to hazardous chemicals, untreated and treated wastewater and infectious materials.
- Incumbents will be required to work several days per month in remote areas such as Disi, Wadi Araba, and Quwayra.

Level of Physical Effort

- Essential and marginal functions may require maintaining physical condition necessary for standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

Incumbents must be available on-call to respond to emergency service requests.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree.
- Five years of increasingly responsible mechanical repair involving the installation, repair and maintenance of water and wastewater electromechanical equipment.

ELECTRICAL TECHNICIAN

PURPOSE

To carry out a variety of skilled and semi-skilled electrical work involving the installation, troubleshooting and repair of water and wastewater utility electrical equipment and systems; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

- Receives general supervision from designated division manager or supervisor.
- May exercises functional and technical supervision over lower level staff.

RESPONSIBILITIES

- Inspect, diagnose, and locate difficulties and faults in a variety of water transmission and distribution systems electromechanical equipment including installing, disassembling and repairing transformers, standby generators, screens, scrappers, aerators, motor control panels, electrical motors, control and power panels, cables & control wiring, light fixtures and other related equipment.
- Participate in the installation, troubleshooting maintaining and repair of electrical equipment and control systems.
- Participate in the installation and maintaining and repair of electrical low voltage power and control cable joints.
- Perform routine and preventive maintenance functions on water systems electrical equipments; identify equipment maintenance needs.
- Ensure parts and equipment are earthed and lubricated.
- Install electrical power and control equipment and distribution panels; wire facilities according to blue prints or verbal requests; establish power load capacities and balance panels.
- Install and maintain power systems including transformers and generators.
- Install, maintain low voltage power cable joints between water and wastewater equipments i.e. pumps, screens, aerators, actuators, blowers, compressors, mixers, agitators, etc. and motor control centers and main power distribution panels.
- Install, maintain and repair field lighting and street lighting.
- Locate, test and troubleshoot underground low voltage lines.
- Operate and work with an aerial bucket, aerial lift, boom truck, trencher, forklift or related equipment as needed.
- Examine various electrical systems and make recommendations for new equipment, repairs and modifications.
- Coordinate maintenance work with other departments and divisions.
- Estimate time, materials, and equipment required for jobs assigned.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Practices and procedures used in the installation, maintenance and repair of electrical and electronic systems.
- Practice low power cable jointing.
- Principles of electronics and electrical theory.
- Procedures of preventive maintenance related to water transmission and distribution systems electrical equipments.
- Tools equipments and procedures used in the installation, maintenance and repair of electrical and electronic systems.
- Electrical testing equipment procedures.
- Basic principles and procedures on record keeping and data reporting.
- Occupational hazards and standard safety precautions.

Ability to:

- Perform semi-skilled and skilled activities in the installation, maintenance, and repair of electrical equipment and cable jointing.
- Troubleshoot electrical low power circuits and equipments.
- Read and understand equipment manuals, instructions, technical drawings, plans and diagrams.
- Operate various tools, instruments and equipment used in the testing and repair of electrical equipment and cable joints.
- Analyze problems and develop effective solutions and accurately determine mechanical repair needs.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Shop/field environment; travel from site to site; exposure to noise, dust, fumes; inclement weather conditions; work around heavy construction equipment.
- May require work around noise, dirt, fumes, vibration, heat, cold, dampness, untreated water and wastewater.
- Some incumbents will be required to work regularly or several days per month in remote locations (Disi, Quwayra, Wadi Araba).

Level of Physical Effort

- Essential and marginal functions may require maintaining physical condition necessary for standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree.
- Five years of responsible electrical repair involving the installation, repair and maintenance of water and wastewater equipment power and control circuits or similar electrical equipment.

MECHANICAL TECHNICIAN

PURPOSE

To carry out a variety of skilled and semi-skilled installation, maintenance and repair activities for water pumping, transmission and distribution system and/or wastewater treatment and collection system equipment.

SUPERVISION

- Receives supervision from designated division manager or supervisor.
- May exercise technical supervision over lower level staff.

RESPONSIBILITIES

- Inspect, diagnose, and locate difficulties and faults in a variety of water transmission and distribution, wastewater treatment and collection systems electromechanical equipment including installing, disassembling and repairing pumps, screens, aerators, air compressors and blowers, scrapers, valves, controls, analyzers, feeders, generators, transformers, gauges, and other related equipment.
- Participate in the installation of water transmission and distribution system, wastewater treatment and collection systems mechanical equipment.
- Inspect, maintain, repair and overhaul air valve, vacuum breakers, control valves, check valves, isolation gate and butterfly valves.
- Participate in the installation of pumps for use in pump stations; maintain and repair pump stations as necessary.
- Perform routine and preventive maintenance functions on electromechanical equipment; identify equipment maintenance needs.
- Ensure parts and equipment are lubricated; packings and bearings are replaced in pumps and motors; pump sets oil and grease are changed.
- Ensure that data is recorded, logged, and compiled for water pump stations, pressure reducing and control stations.
- Participate, and perform general utility maintenance activities including reservoir cleaning, checking reservoir levels, and inspecting reservoirs and drains for leakage; perform routine water distribution and collection system repair, cleaning, and painting activities.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Practices and procedures used in the installation, maintenance and repair of water and wastewater electrometrical equipment.
- Principles of mechanical and electrical theory.
- Materials, equipment and tools used in repair and maintenance activities.

- Tools, equipment, and procedures used in the overhaul, repair, and adjustment of water transmission and distribution system equipment.
- Procedures of preventive maintenance related to water transmission and distribution and collection system equipment.
- Occupational hazards and standard safety practices necessary in the area of work assigned.
- Basic principles and procedures of record keeping and data reporting.
- Safe work practices.

Ability to:

- Perform routine semi-skilled and skilled activities in the installation, repair and maintenance of water and wastewater systems equipments.
- Troubleshoot electromechanical water and wastewater equipments.
- Solve problems and develop effective solutions and accurately determine mechanical repair needs.
- Oversee and maintain a variety of maintenance and repair records.
- Read and understand various manuals, instructions, blueprints, and schematics.
- Understand and follow oral and written directions.
- Use and operate hand tools, power tools, and equipment in a safe and efficient manner.
- Perform journey level semi-skilled and skilled installation, repair and maintenance activities.
- Work independently in the absence of supervision.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Field and wastewater treatment plant environment; exposure to noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Occasional exposure to hazardous chemicals, untreated and treated wastewater and infectious materials.
- Some incumbents may be required to work in remote locations (Disi, Quwayra, and Wadi Araba) regularly or for several days per month.

Level of Physical Effort

- Essential and marginal functions may require maintaining physical condition necessary for standing, walking, bending, climbing or stooping for prolonged periods of time.
- Moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

Incumbents must be available on call to respond to emergency service requests.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Three years of responsible mechanical repair involving the installation, repair and maintenance of water and wastewater electromechanical equipment or similar experience.

WORKSHOP ELECTRICIAN

PURPOSE

To perform semi-skilled and skilled electrical and electronic maintenance and repair services on vehicles and equipment; to maintain and repair gasoline and diesel powered automotive, heavy and light construction equipment, and other power driven equipment.

SUPERVISION

- Receives supervision from Workshop Supervisor.
- May exercise technical and functional supervision over lower level staff.

RESPONSIBILITIES

- Perform skilled electrical maintenance and repair duties involving repairs to gasoline and diesel powered automotive, heavy and light construction equipments, and other power-driven equipment.
- Inspect, diagnose and locate electrical and electronic difficulties on a variety of gasoline or diesel powered vehicles and equipment, using state of the art electronic measuring and testing equipment.
- Diagnose, maintain and repair electrical systems components, ignition systems, Plcs, alternators, high voltage power generators, starters and batteries.
- Replace or repair faulty parts including batteries, chargers, condensers, control panels, fuses, Plcs, alternates, and related parts and equipment.
- Tune up engines by replacing ignition parts and reconditioning and adjusting carburetors, throttle body and port fuel injection systems and propane fuel systems; repair and maintain emission control and alternative fuel systems.
- Repair and replace components including generators, distributors, relays, lights, switches, and high voltage light systems.
- Assist in the purchasing of equipment maintenance parts and materials.
- Respond to field emergencies as needed.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Tools, equipment, and procedures used in the maintenance and repair of gas and diesel powered equipment.
- Procedures of preventive maintenance related to automotive, heavy and light construction equipment.
- Operating and repair characteristics of a wide variety of automotive, light and heavy equipment.
- Operation and care of internal combustion engines and hydraulic equipment.

- Methods, materials, equipment and tools used in routine welding and fabrication work.
- Safe work practices.
- Relevant laws regulating emission controls, brakes, and lamps.

Ability to:

- Perform difficult equipment electrical and electronic work including the diagnosing, troubleshooting, fabricating, and repair of equipment.
- Perform electrical inspections, difficult and complex testing.
- Accurately determine electrical repair needs and estimate the cost and time of repairs.
- Use a variety of equipment maintenance tools and equipment.
- Document and report all work on equipment.
- Read and apply factory service manual repair techniques and procedures, and understand blueprints, and schematics.
- Understand and follow oral and written directions.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

Workshop environment; exposure to noise, dirt, fumes and machinery.

Level of Physical Effort

- Lifting and/or carrying of objects, walking, standing, kneeling or sitting for long periods of time.
- Operating motorized vehicles.

Irregular Hours Requirements

Infrequent.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree with course work in electrical and diesel, petrol vehicles repair or related area.
- Three years of experience performing minor and major equipment repair duties including experience in the maintenance of both diesel and gas powered equipment.

WORKSHOP MECHANIC

PURPOSE

To perform semi-skilled and skilled mechanical and hydraulic maintenance and repair services on vehicles and equipment; to maintain and repair gasoline and diesel powered automotive, heavy and light construction, and other power driven equipment.

SUPERVISION

- Receives supervision from Workshop Supervisor.
- May exercise technical and functional supervision over lower level staff.

RESPONSIBILITIES

- Perform skilled maintenance and repair duties involving repairs to gasoline and diesel powered automotive, heavy and light construction equipment, and other power-driven equipment.
- Inspect, diagnose and locate mechanical difficulties on a variety of gasoline or diesel powered vehicles and equipment, using state of the art electronic equipment.
- Diagnose, maintain, repair and recondition hydraulic systems; diagnose and repair front and rear drive axles, drive train components, belts, gears, chain drives and propeller shafts.
- Replace or repair faulty parts including wheel bearings, clutches, brakes, oil seals, shock absorbers, exhaust systems, steering mechanisms, and related parts and equipment.
- Tune up engines by replacing ignition parts and reconditioning and adjusting carburetors, throttle body and port fuel injection systems and propane fuel systems; repair and maintain emission control and alternative fuel systems.
- Repair and replace components including generators, distributors, brake systems including wheel cylinders, master cylinders, disc pads, machine drums and rotors, hydraulic and air brakes.
- Disassemble and assemble the whole engine; may perform gasoline engine overhaul with the assistance of outside assistant.
- Weld, fabricate and assemble parts and equipment for automotive and heavy equipment; fabricate and modify tools as needed.
- Assist in the purchasing of equipment maintenance parts and materials.
- Respond to field emergencies as needed.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Tools, equipment, and procedures used in the overhaul, repair, and adjustment of gas and diesel powered equipment.

- Procedures of preventive maintenance related to automotive, heavy and light construction equipment.
- Principles and procedures of hydraulic systems.
- Operating and repair characteristics of a wide variety of automotive, light and heavy equipment.
- Operation and care of internal combustion engines and hydraulic equipment.
- Methods, materials, equipment and tools used in routine welding and fabrication work.
- Safe work practices.
- Relevant laws regulating emission controls, brakes, and lamps.

Ability to:

- Perform difficult equipment mechanic work including the diagnosing, troubleshooting, fabricating, and repair of equipment.
- Independently perform mechanical inspections, difficult and complex testing.
- Accurately determine mechanical repair needs and estimate the cost and time of repairs.
- Use a variety of equipment maintenance tools and equipment.
- Document and report all work on equipment.
- Read and apply factory service manual repair techniques and procedures, and understand blueprints, and schematics.
- Understand and follow oral and written directions.
- Use modern, sophisticated test equipment to diagnose and repair automotive equipment.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

Workshop environment; exposure to noise, dirt, fumes and machinery.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for lifting and/or carrying of objects, walking, standing, kneeling or sitting for long periods of time. Operating motorized vehicles.

Irregular Hours Requirements

Infrequent.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree with major course work in mechanics and diesel, petrol vehicles repair or related area.

- Three years of experience performing minor and major equipment repair duties including experience in the maintenance of both diesel and gas powered equipment.

METER TECHNICIAN

PURPOSE

To maintain, repair, adjust and calibrate water meters.

SUPERVISION

Receives direction from the Connections Supervisor.

RESPONSIBILITIES

- Diagnose and repair malfunctioning water meters, calibration problems and other measuring, recording and transmitting device failures. Make recommendations to replace equipment if repair is not feasible.
- Troubleshoot and repair malfunctioning water meters at the component level; ensure maintenance of mechanical rotating parts and electrical parts where applicable.
- Recommend calibration intervals; perform routine calibration program on water meters.
- Receive service orders based on the previous day's readings and problems; create notes for supervisor regarding abnormal water meters.
- Perform emergency field repairs of water meters when needed.
- Maintain records of meter maintenance and repair activities.
- Maintain spare water meters and spare parts.
- Make recommendations to supervisory personnel on the reliability and maintenance features of various meter brands and models.
- Participate in annual planning and budgeting of meter replacement and calibration program.
- Assist in preparing terms of reference for meter repair service contracts.
- Perform other related duties as assigned.

REQUIREMENTS

Knowledge of:

- Principles and practices of instrumentation, calibration, and alignment of various water meters.
- Tools and equipment used in the installation, calibration, maintenance, and repair of various water meters.
- A variety of common plumbing hand tools and their use.
- Procedures and terminology used in the plumbing trade.
- Flow meter and isolation valve installation and repair.
- Techniques of soldering, brazing, and minor welding.
- Occupational hazards and standard safety practices.
- Principles and procedures of record keeping and reporting.

- Relevant policies and procedures.

Ability to:

- Diagnose and analyze problems and develop effective solutions; identify and learn to repair minor water meter irregularities and recommend how they can be corrected.
- Calibrate, align and test a variety of water meters.
- Operate a variety of electronic test equipment used for water meter troubleshooting and repairing. Use journeyman plumbing tools.
- Read and understand technical manuals, characteristics, procedures, schematics, drawings and diagrams of various water meters.
- Maintain accurate and up-to-date records.
- Perform basic arithmetic calculations.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Mainly workshop environment, may work outdoors, sometimes in adverse weather.
- Exposure to water, mud, dirt and grease.

Level of Physical Effort

- Essential functions may require maintaining physical condition necessary for standing, walking, or standing for prolonged periods of time and operating motorized vehicles.
- May require lifting objects.
- Also includes climbing ladders, stooping, kneeling and crouching.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Industrial technical school degree.
- Two years of responsible experience in maintaining, calibrating and repairing water meters and operating associated testing and calibration instruments and equipment.
- Two years of plumbing experience.

ADMINISTRATIVE ASSISTANT

PURPOSE

To assist the General Manager in the preparation of agendas, minutes, memoranda, and company publications and reports.

SUPERVISION

Receives direct supervision from the General Manager.

RESPONSIBILITIES

- Coordinate the preparation of the schedule of Board meetings and the preparation and compilation of Board papers by Directors.
- Maintain files of Board agendas, minutes, and decisions.
- Maintain an “action file” on all pending Board inquiries and recommended actions.
- Prepare draft internal memoranda of the General Manager as requested, and manage internal distribution as instructed.
- Prepare and maintain distribution lists for memoranda and reports.
- Conduct various types of internal follow up as requested and instructed by the General Manager.
- Coordinate the production and dissemination of the Annual Report.
- Provide editing and quality control of the company’s publications and reports.
- Review and as necessary edit/perform English-Arabic and Arabic-English translations.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Word processing, Excel, and MS Project programs.
- English language.

Ability to:

- Prepare clear and concise memoranda and edit technical reports.
- Quickly understand the policy, management, and regulatory framework of company activities.
- Prepare concise, focused, and accurate minutes of meetings.
- Recognize and obtain resolution of ambiguities or unclarities in verbal or written statements or responses from General Manager or division managers.
- Excellent English and Arabic reading and writing skills.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree with excellent grade in management, business administration, social sciences, or humanities.
- Three years experience as a management assistant, executive secretary, public relations officer, or technical writer.
- Experience in working with boards of directors is an advantage.

SECRETARY

PURPOSE

To perform executive secretarial and general office duties, assist Company managers with clerical and administrative duties; take and transcribe a wide variety of dictation, maintain administrative records, and prepare a variety of reports.

SUPERVISION

Works under the direct supervision of the assigned manager.

RESPONSIBILITIES

- Take and transcribe dictation of complex subject matter for correspondence, memoranda, minutes of meetings, and similar items, a portion of which is of a confidential nature.
- Type letters, stencils, mats, reports and other material from rough draft or prepared copy; and complete forms and form letters with designated or routine information.
- Answer telephone, relay messages, and arrange appointments for company managers.
- Assemble necessary data required for correspondence and route mail.
- Maintain necessary time, attendance, payroll and other personnel records, following standardized procedure.
- File correspondence, documents, and other material according to the established filing system.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- High level of proficiency and versatility with word processing, spreadsheets, and power point applications.
- Arabic and English language spelling, grammar and punctuation.
- Shorthand.

Ability to:

- Maintain high level of attention to detail.
- Balance a variety of competing work priorities.
- Organize computer files and folders for easy identification and retrieval.
- Type ____ words per minute.
- Maintain effective relationships with managers, staff, and the public.
- Interact courteously with staff and the public.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

- Sitting, walking, standing, bending, crouching.
- Some tasks require sustained visual or audial concentration.
- Exposure to computer screens.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Graduation from secondary school, supplemented by a one-year secretarial course.
- Five years' experience in typing, transcribing dictation, and at least three years' responsible experience in filing and office administration services.

CUSTOMER SERVICE REPRESENTATIVE

PURPOSE

To receive and record customer service requests and inquiries, initiate utility responses, and follow up utility responses.

SUPERVISION

Works under the direct supervision of the Customer Relations Supervisor.

RESPONSIBILITIES

- Receive customer visitors or phone calls, understand the customer's request or inquiry, and prepare visit/call report for customer file.
- In case of service request or report of wastage, leakage, thefts, or safety hazard, prepare on-line MMS service request.
- In case of request for connection, conduct initial CIS queries for prior accounts, help customer to complete connection application forms, explain application and connection procedures and charges, explain utility billing and collection policies and procedures.
- In case of a question or challenge regarding bills, conduct initial on-line CIS queries, resolve problem if possible or prepare note for Billing Department.
- Receive customer payments and issue receipts.
- Negotiate installment payment plans for domestic users in accordance with Company policies and procedures. Prepare notes for Billing Department.
- Enter customer service requests and complaints to on-line customer relation management system, follow up pending cases according to prescribed periodicities.
- Distribute utility educational or promotional materials as instructed.
- Respond to general customer inquiries.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Wide range of Company customer service policies and procedures.
- Basic components of water and wastewater utility systems.
- MMS and CIS systems operations and screens.
- Customer records filing system.
- Company organization structure, departmental functions, and position responsibilities.

Ability to:

- Interact courteously with customers and the general public.

- Interview customers to obtain a precise understanding of their requests, complaints, or inquiries.
- Operate in a multi-line telephone system environment.
- Prepare clear and concise notes for MMS or CIS.
- Maintain a high level of attention to detail.
- Manage multiple demands on attention.
- Maintain a high level of integrity.
- Maintain a continuously high level of commitment to resolving customer problems.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

This position may be subject to shift rotations.

QUALIFICATIONS

Qualifying Education and Experience

- Secondary school certificate.
- Some call center experience is desirable.

SENIOR ASSESSMENT CLERK

PURPOSE

To direct and participate in implementing assessments of billing system exceptions or customer complaints which indicate exceptionally high or low water consumption.

SUPERVISION

- Works under supervision of the Billing Supervisor.
- Exercises technical supervision over Assessment Clerks and Inspection Technician.

RESPONSIBILITIES

- Assign assessment cases to Assessment Clerk or Inspection Technician, and carry out desk assessments.
- Review and approve desk assessment notes; make recommendations to Billing Supervisor to enter original reading or implement field assessment.
- Review and approve field assessment notes.
- Make recommendations to the Billing Supervisor regarding proposed Company actions, such as meter replacement or repair, disconnections, or change in customer profile.
- Make notes of approved actions for incorporation into customer files and records.

REQUIREMENTS

Knowledge of:

- Operational characteristics of water meters and house connections.
- Typical variables affecting levels of water usage by various types of user.
- Elements of customer file/profile documentation.
- Assessment forms and procedures.
- Meter reading and billing procedures.
- Spreadsheet applications.

Ability to:

- Make considered judgments about need for field assessment.
- Train assessment clerks and field assessors in preparation of clear and concise assessment notes and assessment forms.
- Plan and monitor assessment workload.
- Develop efficient routes for field assessment.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, walking, standing.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Secondary or technical school degree.
- Three years experience in assessment function.

ASSESSMENT CLERK

PURPOSE

To investigate, by means of review of records, meter readings identified as exceptionally high or low by the billing system or customer complaint.

SUPERVISION

Works under the direction of the Senior Assessment Clerk.

RESPONSIBILITIES

- Receive lists of exceptional readings from Billing System Operator or Customer Service Representative.
- Review customer file documentation for indication of possible reasons for exceptional consumption level. Return customer records to Customer Files Clerk.
- Review meter reading lists and billing system entries for indication of possible errors in data entry.
- Prepare desk assessment notes for Senior Assessment Clerk.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Meter reading meter reading data entry, billing, and collection procedures.
- Customer files documentation.
- Assessment forms and procedures.
- Typical variables affecting levels of water consumption.

Ability to:

- Follow standardized desk assessment checklist procedures.
- Interpret customer file documentation.
- Maintain effective work relationships with co-workers.
- Recognize obvious errors in meter reading data and obvious and subtle errors in data entry.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, standing, walking, crouching, bending.

Irregular Hours Requirements
Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree.
- Preferably, some experience in meter reading, billing data entry, or customer files management.

CUSTOMER FILES CLERK

PURPOSE

To maintain the customer records control and filing system.

SUPERVISION

Receives direct supervision from the Billing Supervisor.

RESPONSIBILITIES

- Sort, index, inventory and file all types of customer records, including applications, drawings, correspondence, and notices.
- Maintain index, inventory and cross reference files.
- Maintain constant record of the physical location of all records withdrawn from files.
- Assist designated personnel in use of indexes and files in locating desired records; obtain copies of these records when required.
- Prepare and maintain index cards, file content directories, and related controls.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- The company's customer classification systems and codes.
- Basic understanding of customer policies and procedures adequate to determining the status and completeness of customer documentation.
- Word processing and spreadsheet applications.

Ability to:

- Read and write Arabic, read English.
- Conduct queries and print reports in the CIS database.
- Maintain a high level of attention to detail.
- Maintain files in proper order.
- Maintain files in orderly and neat condition.
- Maintain effective work relationship with co-workers.
- Maintain high level of personal integrity.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

- Sitting, walking, standing, bending, stooping.
- Light lifting.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Commercial or secretarial school degree.
- Two years experience in responsible filing or clerical work.

DATA ENTRY CLERK

PURPOSE

To enter customer meter reading, billing, and bill collection data to the customer information system.

SUPERVISION

Works under the supervision of the Billing Supervisor.

RESPONSIBILITIES

- Enter meter readings. Report exception messages to the Senior Assessment Clerk.
- Enter bill delivery status codes.
- Enter payment data.
- Enter new customer profiles, edit existing customer profiles as instructed.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

Billing system data entry screens and routines.

Ability to:

- Maintain high level of concentration on routine data entry processes for extended periods of time.
- Maintain a high level of visual discrimination and typing accuracy in data transcription.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

- Sitting, typing.
- Position requires a high level of visual concentration and entails long stretches of physical immobility.

Irregular Hours Requirements

Position may be subject to shift rotations.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school degree or two years of secondary school.
- Three years experience in data entry.

SPECIAL ACCOUNTS CLERK

PURPOSE

To manage the accounts of large industrial/commercial or governmental users.

SUPERVISION

Works under the direction of the Collection Supervisor.

RESPONSIBILITIES

- Follow up and document negotiations on water, wastewater, and reuse connection contracts with large or governmental users within approved authority limits.
- Receive and respond to special service requests by special customers. Assess charges for special requests.
- Elicit, document, and facilitate preferred methods and schedules of payment by special customers within approved authority limits.
- Follow up and document payments by special customers and ensure proper CIS debiting/crediting of special accounts.
- Prepare documentation and notices related to all Company actions toward special customer connections, prepare instructions for implementing department, and follow up Company actions.
- Negotiate and program arrears installment payments for special customers within approved authority limits.
- Maintain copies of correspondence with special customers.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company customer service policies and procedures.
- Methods of bank statement/account reconciliation.
- Word processing and spreadsheet applications.
- CIS screens, operations, and data management procedures.
- Accounts receivable and cash management modules of the Company's financial accounting system.
- Corporate and/or governmental accounts payable systems.
- English language.

Ability to:

- Relate effectively to counterpart account representatives.
- Prepare clear and concise instructions for concerned Company department regarding special customer service special requests, and follow up company action.

- Prepare clear and concise connection contracts, memoranda, recommendations and correspondence.
- Conduct queries and print reports from special databases.
- Maintain a high level of integrity.

WORKING CONDITIONS

Environmental Conditions

- Office environment.
- May entail travel to Amman to meet with customer representatives.

Level of Physical Effort

Sitting, walking, and driving.

Irregular Hours Requirements

Minimal

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree. Coursework in accounting.
- Three years experience in a responsible position in sales, large customer service, or accounts payable functions.

DISCONNECTION CLERK

PURPOSE

To prepare disconnection orders and serve as the Collection Department liaison with the Connections Department.

SUPERVISION

Works under the direction of Collection Supervisor.

RESPONSIBILITIES

- Receive details of customer accounts which have exceeded credit limits, ranked by sensitivity code and other criteria set by Customer Service Division Manager in accordance with Company credit policy.
- Ensure that required warnings have been delivered and that cases are not under review.
- Work with the Connections Supervisor to schedule disconnections according to Division policy.
- Prepare customer status change data entry forms for supervisory review en route to billing system; follow up data entry.
- Work with the Connections Supervisor to plan testing of disconnected properties for illegal reconnection, follow-up implementations.
- Interview applicants for reconnection.
- May perform analyses of trends in connections history and draw recommendations for customer disconnection and debt policy.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company connection policies and procedures.
- Principles of financial analysis and forecasting methods.
- CIS database structure, screens, and operations.
- Word processing and spreadsheet applications.

Ability to:

- Prepare concise and comprehensive disconnection orders.
- Conduct queries and print reports from customer database.
- Share information and ideas with Connection Inspectors.
- Interview customers.
- Maintain high levels of integrity.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

- Sitting, walking.
- Exposure to computer screens.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Bachelors degree in business, economics, or finance.
- Three years work in accounts receivable or credit control function.

DEBT RECOVERY CLERK

PURPOSE

To manage the Company's aged accounts receivable.

SUPERVISION

Works under the direction of the Collection Supervisor.

RESPONSIBILITIES

- Maintain up-to-date records of amounts owed and paid by discontinued customer accounts.
- Maintain correspondence with discontinued customers to recover arrears.
- Negotiate payment plans within approved authority limits, and document preferred modes and schedules of payment.
- Follow changes of address and bank by discontinued customers.
- Prepare documentation and make recommendations to write off unrecoverable debts.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company customer service policies and procedures.
- Relevant Jordanian and international laws and codes on debt recovery.
- Word processing and spreadsheet applications.
- CIS screens, operations, and data management procedures.
- Corporate and/or governmental accounts payable systems.
- English language.

Ability to:

- Negotiate with large corporate or governmental customers.
- Relate effectively to counterpart account representatives.
- Conduct queries and print reports in the computerized CIS and accounts receivable systems.
- Prepare clear and concise memoranda, recommendations and correspondence.
- Maintain high levels of integrity.

WORKING CONDITIONS

Environmental Conditions

- Office environment.

- May entail travel to Amman to meet with customer representatives.

Level of Physical Effort

Sitting, walking, and driving.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in business studies, with coursework in accounting.
- Experience in credit control or accounts receivable functions.

OBJECTIONS CASEWORKER

PURPOSE

To process the Company's caseload of objections and appeals to Company decisions regarding billing, change in user class, illegal use, disconnection, and penalty assessments.

SUPERVISION

Works under the direction of the Collections Supervisor.

RESPONSIBILITIES

- Open and log files on customer objections and appeals.
- Compile and complete case documentation.
- Prepare recommendations based on relevant Company policies and procedures.
- Follow up pending questions, conduct or recommend additional investigations as instructed.
- Maintain an up-to-date log of accounts undergoing objections-based meter testing.
- Translate decisions into specific accounting, collection, or administrative measures; instruct concerned Department in how to implement measures, follow up on implementation.
- Assess charges for objection case processing as applicable.
- Recommend improvements to relevant policies and procedures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company customer service systems, policies, and procedures.
- Spreadsheet and word processing applications.
- CIS screens and procedures.

Ability to:

- Prepare clear and concise memoranda, recommendations, and instructions.
- Translate general decisions into appropriate, specific, actionable measures.
- Maintain up-to-date files, records, and work logs.
- Conduct queries and print reports from the CIS and A/R databases.
- Communicate effectively with customers.
- Maintain effective relationships with co-workers.

WORKING CONDITIONS

Environmental Conditions

- Office environment.
- The incumbent may be required to work some days per month in Quwayra or Wadi Araba.

Level of Physical Effort

Sitting, walking, and standing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in commercial studies, with coursework in Accounting.
- Three years experience in customer service function, including customer contact, billing, or collections work.

FIXED ASSETS REGISTRAR

PURPOSE

To identify and register all the assets of the company (and works in progress) for accounting purposes.

SUPERVISION

Receives limited supervision from the Accounting/MIS Supervisor.

RESPONSIBILITIES

- Categorize each asset so that the asset can be listed in the correct accounting line item and in the cost center responsible for use of the asset.
- Ensure that all above-ground items are marked with an asset number.
- Identify asset cost, including costs of additions.
- Enter asset data into computer database.
- Record and enter changes of asset location or use, record scrapping of assets.
- Review all capital purchases and prepare a monthly report of all additions to the assets register.
- Seek cost advice if expenditure exceeds planned amount by percent or amount set by company policy.
- Obtain verification of project completion from Projects Center.
- Maintain records of project expenditure.
- Prepare a monthly report of depreciation expense charged to each cost center and line item, send to Financial Accountant for entry to general ledger.
- Assist in estimating the costs of projects proposed in long-term and annual plans.
- Assist as instructed in the development of maintenance programs.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic knowledge of international and governmental accounting standards.
- Basic knowledge of physical components of water and wastewater systems and their uses.
- Good knowledge of fixed assets accounting and depreciation methods.
- Basic knowledge of utility organization and accounting codes.
- Basic knowledge of physical and contractual stages in project implementation and commissioning, project accounting documentation and payments.
- Fixed Assets, Projects, and General Ledger modules of the company's computerized financial accounting system.

Ability to:

- Prepare management reports summarizing the status of projects under construction.
- Maintain manual and computerized fixed asset ledger and project accounts.
- Calculate depreciation rates, accumulated depreciation, etc.
- Conduct queries and print reports from special databases.
- Design and develop spreadsheets.
- Read and interpret construction specifications, invoices, contractor progress reports.
- Coordinate work with that of utility project construction supervisors, Treasurer, and Purchasing and Stores Supervisor.
- English language.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment.
- Exposure to ambient weather conditions, dust, traffic, equipment noise.

Level of Physical Effort

- Sitting, walking, and crouching.
- Operating motorized vehicle.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in industrial or commercial studies. Coursework in accounting.
- Three years' experience in project management or accounting functions.
- Three years' experience in the public or private water/wastewater industry.

PAYMENTS & PAYROLL CLERK

PURPOSE

To ensure timely payment of employees and creditors and maintain accurate records of these payments.

SUPERVISION

Receives limited supervision from the Accounting/MIS Supervisor.

RESPONSIBILITIES

- Receive payment authorizations from suppliers, budget managers, or Budget and Cost Accountant.
- Receive approved payroll from Budget and Cost Accountant, calculate Social Security deductions, prepare Social Security deduction documentation for Treasurer.
- Notify the Budget and Cost Accountant of amounts paid as against amounts committed.
- Prepare payment journal vouchers and entries.
- Maintain records of amounts paid and owed to suppliers.
- Maintain correspondence with creditors concerning payments and payment terms.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Purchasing, payroll, and treasury record keeping and procedures.
- Purchasing, payroll, human resource, accounts payable, and general ledger modules of the Company's computerized financial accounting system.
- Social Security deduction computation rules.

Abilities:

- Conduct queries and print reports from special databases.
- Excellent mathematical skills.
- Attentiveness to detail.
- Ability to write clear and concise memoranda.
- Write clearly and concisely.
- Maintain organized, up-to-date records and files.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

Sitting, walking, and standing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in commercial or business studies, with coursework in accounting.
- Five years experience in the purchasing or payroll function of a registered company.

CASHIERING CLERK

PURPOSE

To perform a variety of clerical duties relating to receipt and disbursement of Company funds.

SUPERVISION

Works under direct supervision of the Treasurer.

RESPONSIBILITIES

- Receive, code, log, and enter various cash and check receipts; make annotations as appropriate.
- Prepare, code, log, and (if authorized) enter authorized cash disbursements and cash journal entries; make annotations as appropriate.
- Assist the Treasurer in preparing various types of reconciliation statements.
- Make and record petty cash disbursements.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic principles of accounting.
- Reconciliation methods.
- Company organization and accounting codes.
- Cash management, payroll, accounts payable, accounts receivable, and general ledger modules of the Company's computerized financial accounting system.
- Word processing and spreadsheet applications.

Ability to:

- Maintain high standards of integrity.
- Conduct queries and print reports in special databases, edit cash journal data.
- Maintain a high level of attention to detail.
- Understand and apply relevant policies and procedures.
- Maintain effective relationships with other employees.
- Maintain courteous and effective working relationships with counterparts in banks.

WORKING CONDITIONS

Environmental Conditions

Office environment. Exposure to computer screens.

Level of Physical Effort

Sitting, standing, walking, and crouching.

Irregular Hours Requirements

Incumbent is expected to work according to a schedule which involves late arrival and late departure in order to await Quwayra receipts.

QUALIFICATIONS

Qualifying Education and Experience

- Diploma in commercial studies.
- Three years experience in responsible clerical positions in accounting or cashiering functions.

STORES CONTROLLER

PURPOSE

To coordinate stores requirements to ensure that supplies of raw materials, spare parts and consumable stores are readily available, where required, at the least overall cost to the organization.

SUPERVISION

- Receives limited supervision from Purchasing and Stores Supervisor.
- Exercises direct supervision over Storekeepers.

RESPONSIBILITIES

- Administers the company's supplies/stores procedures including:
 - Goods receiving.
 - Technical inspection and acceptance.
 - Stores handling, inventory control and security.
 - Re-ordering.
 - Issuing.
- Ensures that stores are well organized and that up-to-date records are maintained of each item in store.
- Works with company engineers and supervisors to establish appropriate minimum, maximum, and re-order levels for inventory items.
- Notifies the Purchasing and Stores Supervisor on a prescribed form whenever a reorder point is reached for an item in stores.
- Advises the Technical Manager on physical stores layout requirements.
- Maximizes the effective use of available stores.
- Ensures that engineers, supervisors, and storekeepers are knowledgeable of the company's inventory requisition procedures.

REQUIREMENTS

Knowledge of:

- Good knowledge of materials and spare parts requirements for water and wastewater utility operations.
- Detailed knowledge of warehousing and stock ordering methods.
- Knowledge of materials handling.
- Modern inventory management and control principles and methods.
- Inventory costing methods and procedures.
- General ledger, cost accounting, assets, purchasing, and inventory modules of the computerized financial management system.

Abilities:

- Good spreadsheet design and operation skills.
- Good mathematical skills.
- Good supervisory skills; able to train and supervise the storekeepers.
- Able to conduct queries and print reports from special databases; able to edit purchasing and inventory records.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Minimal.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- General secondary school certificate (*tawjihi*).
- Five years of general administrative experience, including at least three years a responsible position in inventory management/control.

STOREKEEPER

PURPOSE

Receiving, inspection, handling, classifying, storing, issuing and record keeping of materials and equipment in a company store.

SUPERVISION

Receives direct supervision from Stores Controller.

RESPONSIBILITIES

- Load materials, equipment and related items onto skids, pallets or trucks, conveying them to and from storage by hand, truck, or forklift.
- Store materials and equipment in designated places according to identifying information, marking materials or containers with identifying information per stores glossary.
- Maintain parts control cards.
- Consult with the Stores Controller in determining methods of storage, considering location, temperature, humidity, turnover and safety precautions.
- Fill requisitions for withdrawals from stock, issuing materials as per work order instructions or the Stores Controller's direction.
- Review stock levels of various materials and follow up to verify that replacement orders have been initiated.
- Maintain routine records related to receiving, issuing, inventorying and code verification of stock.

REQUIREMENTS

Knowledge of:

- Inventory handling and control procedures.
- Company requisitioning, warehousing, and parts control policies and procedures.
- Names and relevant characteristics of parts in store.

Ability To:

- Perform arithmetic operations using two-digit numbers.
- Read parts information and maintain accurate parts control cards.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

May be required occasionally to lift items of up to 25 kg.

Irregular Hours Requirement

Emergencies.

QUALIFICATIONS

Qualifying Education and Experience

Technical school degree.

TYPIST

PURPOSE

To perform typing and general clerical duties.

SUPERVISION

Works under the supervision of the Office Services Supervisor or assigned managerial or supervisory staff.

RESPONSIBILITIES

- Type correspondence, memoranda, reports, briefs, contracts and other documents from rough draft or prepared copy.
- Check and proof typewritten copy for correctness and accuracy of forms, names, figures, sentence structure, punctuation, spelling, etc.
- Take and transcribe rapid and diversified dictation involving the use of technical terminology either by the shorthand method or by the use of transcribing machines, for correspondence, memoranda, reports, briefs, contracts, and other documents.
- Answer telephone and relay messages.
- Maintain general office records by posting, recording and tabulating.
- Assemble information from reports and operate simple office machines.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- High level of proficiency and versatility with word processing applications.
- Arabic language spelling, grammar and punctuation
- Shorthand

Ability to:

- Maintain high level of attention to detail.
- Organize computer files and folders for easy identification and retrieval.
- Type ____ words per minute.
- Interact courteously with staff and the public.

WORKING CONDITIONS

Environmental Conditions

Office environment

Level of Physical Effort

- Sitting, walking, standing, bending, and crouching.

- Some tasks require sustained visual or audial concentration.
- Exposure to computer screens.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

- Graduation from technical school, supplemented by secretarial studies.
- Three years' experience.

WASTEWATER OPERATOR ASSISTANT

PURPOSE

To perform a variety of semi-skilled and unskilled tasks in the operation and maintenance of the wastewater treatment plant and pumping stations.

SUPERVISION

- Works under the general supervision of the Wastewater Division Manager.
- Receives technical direction from the Wastewater System Operator I.

RESPONSIBILITIES

- Perform assigned treatment plant and pumping station operation and maintenance tasks.
- Operate and monitor pumps, motors, feeders and other equipment to maintain appropriate operations.
- Mix and add treatment chemicals under supervision.
- Assist in repair and servicing of machinery and equipment including pumps, valves, motors, meters, tanks and reservoirs.
- Collect wastewater samples.
- Perform general plant facility maintenance such as cleaning, painting and repairing plant facilities as well as various grounds maintenance duties.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operating principles of plant equipment such as valves, pumps, and motors.
- Standard plant operations procedures.
- Safe work practices.

Ability to:

- Read gauges and other recording devices related to wastewater treatment plant operations.
- Perform heavy manual labor.
- Perform minor repair maintenance to plant equipment such as pumps, valves, and electronic monitoring devices.
- Take samples.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Office and wastewater treatment plant environment.
- Exposure to chemicals, confined spaces, machinery and computer screens.
- Positions in this level have periodic to frequent disagreeable working conditions including noise, dirt, fumes, vibration, heat, toxic gases, cold and dampness.
- Exposure to hazardous chemicals, untreated and treated wastewater and toxic gases, and infectious materials.

Level of Physical Effort

- Walking and standing, occasionally lifting/carrying objects; climbing, balancing, stooping, kneeling, crouching, handling, and reaching.
- Requires color discrimination, and some depth perception.

Irregular Hours Requirements

Incumbents must be available for shift work on nights, weekends and holidays.

QUALIFICATIONS

Qualifying Education and Experience

- Technical school with basic knowledge of mechanical and electrical maintenance and repair methods.
- At least one year wastewater treatment plant experience is desirable.

TECHNICIAN ASSISTANT

PURPOSE

To perform semi-skilled maintenance, repair, and installation activities for water and wastewater system equipment.

SUPERVISION

Receives direct supervision from designated Maintenance Division supervisors or technicians.

RESPONSIBILITIES

- Participate in diagnosing, troubleshooting, maintaining and repairing malfunctioning equipment; perform maintenance, repair, and overhaul activities on water and wastewater treatment process electromechanical equipment including screens, aeration blowers, surface and submerged aerator & mixers, augers and rag grinders, pumps and motors, compressors, belt press, valves, drive units, hydraulic control units, chlorinators, chemical feeders, pneumatic equipment, and hydraulic pressure systems.
- Participate in the installation of water and wastewater process electromechanical equipment; participate in making modifications to equipment for maximum treatment process performance.
- Participate in installing pumps for use in lift, booster and line stations; maintain and repair pumping stations as necessary.
- Participate in performing routine tests; log results and maintain accurate records.
- Perform routine maintenance activities on equipment including lubrication, inspection, and replacement of parts.
- Lubricate parts and equipment; replace packing and bearings in pumps and motors; change motor transformers, generators oil and grease.
- Perform general maintenance activities, routine water and wastewater system repair, cleaning, and painting activities.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Methods and techniques of maintenance and repair of water or wastewater process electromechanical equipment.
- Operational characteristics of maintenance equipment and tools.
- Materials, equipment and tools used in repair and maintenance activities.
- Procedures of routine maintenance and preventive maintenance necessary for water and wastewater system electromechanical equipment.
- Operating procedures and policies of the work unit.
- Occupational hazards and standard safety practices.

- Safe work practices.

Ability to:

- Operate a variety of maintenance equipment in a safe and effective manner.
- Perform a variety of manual tasks for extended periods of time and in unfavorable weather conditions.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS**Environmental Conditions**

- Field, plant, or workshop environment.
- Most duties in this class are performed under periodically disagreeable and/or hazardous working conditions.
- Working outdoors, sometimes in adverse weather, exposed to water, mud, dirt and grease.
- Some positions may require exposure to fumes, hazardous chemicals, dirt, infectious waste, equipment noise and vibration, heat, cold, and dampness.
- Untreated water and wastewater.

Level of Physical Effort

Standing, walking, bending, climbing or stooping for prolonged periods of time; moderate to heavy lifting; and operating motorized vehicles.

Irregular Hours Requirements

- Incumbents are required to take stand-by duties that include being on call after hours and responding to emergency problems at any hour as needed.
- Incumbents must be available to work shifts (including evenings and nights), weekends, and holidays.

QUALIFICATIONS**Qualifying Education and Experience**

- Industrial technical school degree.
- Two years of experience in installation, repair and maintenance of water and wastewater electromechanical equipment or similar experience.

HEAVY EQUIPMENT OPERATOR

PURPOSE

To perform a variety of duties related to the installation, maintenance and repair of water, wastewater, and reclamation systems; performs skilled maneuvers with power equipment such as a forklift, 5-10 ton hydraulic crane, backhoe, skiploader, boom truck, tractors, vacuum and jet tanker.

SUPERVISION

- Receives limited supervision from designated supervisor.
- May exercise supervision over:
 - Plumbers.
 - Sewer maintenance workers.
 - Laborers.

RESPONSIBILITIES

- Participate in the installation, maintaining and repairing of water and wastewater transmission, collection and distribution mains, pipelines, valves, fittings and couplings; patches and clamps pipelines; installs and repairs systems from plans and instructions; assembles and disassembles pipelines.
- Performs skilled maneuvers with power equipment such as a forklift, 5-10 ton hydraulic crane, backhoe, skiploader, boom truck, tractors, vacuum and jet tanker. Performs other duties as required and assigned.
- May assist maintenance crews to form, mix, pour and finish cement sidewalks, curbs, and block walls.
- Perform related duties and responsibilities as required.

REQUIREMENTS

Knowledge of:

- Methods and practices of heavy equipment operation; basic installation, maintenance and repair procedures of structures and utilities in water and wastewater systems.
- Physical and operational characteristics of various types and sizes of cast iron, concrete and PVC pipes, washers, valves, meters, hydrant tools and clamps used in installation and repair of water distribution and sewer collection system.
- Proper use of tapping and drilling machines, cement saw and pipe saw, pipe and leak locator may be required for some positions.
- Basic tools, techniques, and equipment for forming, mixing, pouring and finishing concrete such as sign anchors; sidewalks, curbs and small block walls may be required for some positions.
- Methods and practice used in wastewater sludge collection and disposal.

Ability to:

- Operate and perform minor maintenance of heavy equipment as assigned; operate hand and power tools, hoists, and other specialized mechanical and plumbing equipment used in the water and wastewater field.
- Cut and break out asphalt and cement streets, blocks and curbs with cement saw, jackhammer, and hydro-hammer.
- May perform specialized maintenance duties including safe operation of heavy equipments as assigned.
- Operate concrete transit mixer; pour cement, thrust blocks and chambers.
- Operate loader to collect wastewater dry sludge from the treatment plant.
- Operate sewer jet truck to clean sewer lines and manholes and open blockages connections.
- Follow verbal and written instructions; perform a variety of regular assignments without instructions.
- Safely perform heavy physical labor; perform inspections and troubleshoot and minor maintenance and repair problems on heavy equipments from written/oral instructions.
- Report faults on heavy equipment immediately to the workshop for repair.
- Read and understand heavy equipment manuals.
- Locate water mains and laterals, gate valves from water maps and drawings.

WORKING CONDITIONS**Environmental Conditions**

Positions in this class require periodic to frequent exposure to noise, dirt, fumes, vibration, heat, cold and dampness.

Level of Physical Effort

- Exposure to noise, dirt, fumes, vibration, heat, cold, dampness, and untreated water/wastewater residue.
- Driving.

Irregular Hours Requirement

- Incumbents must be available on call including evenings and nights, weekends, and holidays.
- May be required to work in remote areas (Disi, Wadi Araba & Quwayra) in the event of an emergency service request.

QUALIFICATIONS**Qualifying Education and Experience**

- Nine years of basic education.
- Five years experience in the operation of light and heavy construction and maintenance equipment.
- Must possess a professional Driver's license.

WATER TANKER DRIVER

PURPOSE

To implement trucked water deliveries to approved customers.

SUPERVISION

Works under the supervision of the assigned supervisor.

RESPONSIBILITIES

- Receive water delivery routes, addresses, and customer names from designated supervisor.
- Drive to listed locations, connect discharge hose to customer's water storage facility, provide the approved amounts, obtain receipt from customer, return receipt to assigned supervisor.
- Maintain records of vehicle usage, report problems in vehicle or pump operation to assigned supervisor.
- Wash vehicle after use to maintain its appearance.
- Refuel vehicle as necessary.
- Distribute company information on procedures for requesting trucked water supplies.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operating characteristics of assigned vehicle and pumps.
- Street system of the assigned service areas.
- Driving, parking, and traffic regulations of the assigned service areas.

Ability to:

- Drive safely and in compliance with local municipal regulations.
- Carry out simple vehicle repairs.
- Interact courteously with customers and the general public.
- Maintain high standards of integrity.

WORKING CONDITIONS

Environmental Conditions

- Field environment.
- Exposure to ambient weather conditions, traffic, dust, noise, exhaust fumes.

- Some incumbents may be posted to Quwayra town, a remote area lacking in many amenities.

Level of Physical Effort

Sitting, driving, stooping, light lifting, occasional climbing.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS**Qualifying Education and Experience**

- Completion of nine years of basic education.
- Two years experience as a professional driver without a record of traffic violations.
- Must possess a professional Driver's license.

DRIVER

PURPOSE

To operate company motor vehicles or drive company heavy equipment in a safe and legal manner.

SUPERVISION

Works under direction of the Office Services Supervisor or designated manager or supervisor.

RESPONSIBILITIES

- Report promptly on schedule to the assigned location with appropriate vehicle.
- Drive vehicles to locations as identified by work order or designated supervisory personnel.
- Maintain records relative to vehicle use by use of trip sheets, maintenance intervals, etc.
- Wash vehicle after use to maintain its appearance.
- Refuel assigned vehicle as necessary prior to its return to the motor pool.
- May perform light unskilled labor in assistance to work crews.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operating characteristics of assigned vehicle and pumps.
- Street system of the assigned service areas.
- Driving, parking, and traffic regulations of the assigned service areas.

Ability to:

- Drive safely and in compliance with local municipal regulations.
- Carry out simple vehicle repairs.

WORKING CONDITIONS

Environmental Conditions

- Office and field environment.
- Exposure to ambient weather conditions, traffic, dust, noise, exhaust fumes, oil and grease.

Level of Physical Effort

Driving, sitting, starting, and crouching.

Irregular Hours Requirements

Incumbents may have rotating on-call availability requirements.

QUALIFICATIONS**Qualifying Education and Experience**

- Completion of nine years of basic education.
- One years experience as a professional driver without a record of traffic violations.
- Must possess a professional Driver's License.

SEWER MAINTENANCE WORKER

PURPOSE

To perform semi-skilled and unskilled labor in the maintenance, operation, repair and related service activities for wastewater collection systems; particularly deblocking and repair of sewer lines. Employees in this position are flexibly staffed

SUPERVISION

- Works under direct supervision of the Sewer Supervisor or designated supervisory personnel.
- May exercises technical supervision over lower level contract labor as authorized by superiors.

RESPONSIBILITIES

- Clean wastewater collection systems; may assist in operating hydro vacuum and jet trucks to open and clean collection system and cross connections; open clogged lines; clean manholes, wet wells and lift stations.
- Carry out work orders for blockage and line repair and cleaning.
- Carry out manhole inspections.
- Assist in mechanical preventive sewer cleaning operations.
- Assist in the operation of line inspection and equipment to survey, open, and repair lines.
- Participate in cutting and breaking asphalt and concrete surfaces; repair and participate in the pavement of roadways, sidewalks, manholes and related structures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Basic preventative maintenance techniques and procedures.
- Tools, equipment and materials used in the maintenance and repair of water and wastewater lines.
- Safe work practices, occupational hazards and standard safety precautions.

Ability to:

- Perform semi-skilled and unskilled maintenance and repair work related to wastewater collection systems.
- Perform routine tasks in a variety of utility maintenance activities.
- Perform heavy manual labor.
- Complete manhole inspection forms.
- Read and interpret basic maps.

- Communicate clearly both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Environmental Conditions

- Most duties in this class are performed under often disagreeable working conditions, working outdoors, sometimes in adverse weather.
- Exposed to water, mud, dirt and grease.
- Some positions may require more frequent exposure to disagreeable conditions including wastewater, groundwater, fumes, chemicals, infectious waste, equipment noise and vibration, heat, cold, and dampness.

Level of Physical Effort

- Position requires lifting/carrying and handling, stooping and crouching, reaching, kneeling, crawling and climbing; as well as confined space entry.
- Must satisfy physical standards for the use of respiratory equipment.

Irregular Hours Requirements

Incumbents must be available on call after hours to respond to emergency problems at any hour as needed.

QUALIFICATIONS

Qualifying Education and Experience

- Completion of at least nine years of schooling.
- Ability to read and write.

MAIL CLERK

PURPOSE

To sort, deliver, and post Company correspondence, and perform other simple clerical tasks.

SUPERVISION

Works under direct supervision of the Officer Services Supervisor.

RESPONSIBILITIES

- Receive, date-stamp, and sort incoming Company mail; deliver incoming mail to designated department.
- Collect, stamp, and post outgoing mail.
- Assist in copying and filing fax and e-mail correspondence.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

Company organization structure and personnel locations

Ability to:

- Read and write in English and Arabic.
- Understand and follow verbal and written instructions.

WORKING CONDITIONS

Environmental Conditions

Office environment.

Level of Physical Effort

Sitting, walking, standing, and crouching.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Commercial technical school degree.

METER READER

PURPOSE

To make meter readings, distribute bills, and collect customer bill payments.

SUPERVISION

Works under the supervision of the Billing Supervisor.

RESPONSIBILITIES

- Make assigned meter reading, bill delivery, and collection rounds.
- Record meter readings and meter condition codes on meter reading sheets.
- Deliver bills, record bill delivery status on billing sheets.
- Receive cash, provide receipts.
- Render cash to Treasurer or Cashiering Clerk; render meter reading and billing sheets to Billing System Operator.
- Deliver public service messages or educational materials to customers as requested.
- Post meter reading, billing, or warning notices to customer premises.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Operational characteristics of meters and house connections.
- Company meter reading, billing, and collection policies and procedures.

Ability to:

- Interact courteously and tactfully yet firmly with customers.
- Maintain high standards of integrity.
- Accurately record simple figures related to quantities and money.

WORKING CONDITIONS

Environmental Conditions

- Office environment.
- Exposure to ambient weather conditions, dust, noise, traffic.

Level of Physical Effort

- Walking, standing, bending, crouching, stretching.
- Driving or cycling.

Irregular Hours Requirements

Minimal.

QUALIFICATIONS

Qualifying Education and Experience

Two years of technical or secondary education.

MESSENGER/OFFICE BOY

PURPOSE

To perform a variety of unskilled, mostly light office tasks and run simple errands.

SUPERVISION

Works under the direction of Office Services Supervisor or assigned managerial or supervisory personnel.

RESPONSIBILITIES

- Convey papers or supplies from one office to another as instructed.
- Perform simple photocopying tasks as instructed.
- Serve and/or prepare beverages and/or snacks to visitors or staff as instructed, maintain kitchen areas in clean and orderly condition.
- Assist in cleaning and set up of Company premises for meetings.
- Run out-of-office errands as instructed by supervisory personnel.
- May assist laborers in portage or loading of materials and supplies.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Photocopy machine operation.
- Company personnel locations.

Ability to:

- Understand and follow verbal and written instructions.
- Maintain a clean and neat appearance and proper decorum in the presence of visitors.
- Interact courteously with staff and the general public.

WORKING CONDITIONS

Environmental Conditions

- Normally office environment.
- Some exposure to ambient weather conditions.

Level of Physical Effort

Walking, standing, carrying light loads, occasional moderate to heavy lifting.

Irregular Hours Requirements

Occasional shift work.

QUALIFICATIONS

Qualifying Education and Experience

Completion of nine years of basic education.

GUARD

PURPOSE

To safe guard Company property against damage or loss.

SUPERVISION

Works under the technical supervision of the Office Services Supervisor and the administrative supervision of the designated work location supervisor.

RESPONSIBILITIES

- Make regular rounds inside and outside buildings and around grounds to watch for prowlers, fires, water leaks, flood light deficiencies, or any other irregularities.
- Turn on floodlights and close windows, doors, and gates to guard property against loss or damages.
- Receive shipments of materials that arrive after hours.
- Issue supplies such as tools, fittings, etc. to workmen after the regular store hours
- Maintain watch over construction equipment during the absence of construction crews.
- Report security incidents; make recommendations on improved security policies and procedures.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Company security policies and procedures
- Basic company warehousing policies and procedures

Ability to:

- Deal firmly and if necessary forcefully with threats to security of Company property.
- Maintain high level of integrity.

WORKING CONDITIONS

Environmental Conditions

- Office, plant, or store environment.
- Social isolation.

Level of Physical Effort

- Walking, standing, setting.
- Occasional light lifting or carrying.

Irregular Hours Requirements

Work is typically on evening or night shifts.

QUALIFICATIONS

Qualifying Education and Experience

Completion of nine years of basic education.

LABORER

PURPOSE

To perform a variety of unskilled duties related to the activities of designated divisions or departments.

SUPERVISION

Works under supervision of designated supervisory, technical, or clerical personnel.

RESPONSIBILITIES

- Perform unskilled work such as digging, lifting, carrying, backfilling, mixing concrete; load and unload materials, properly placing, piling, or storing such material or equipment.
- Operate equipment such as pavement breakers, loaders, clay spades, and related equipment.
- Assist in the maintenance of equipment, drains, sewers, and similar facilities; keep tools, equipment, and work area in a clean and orderly condition; oil and grease machinery as instructed.
- Assist employees of higher crafts or skills in the performance of special or regularly assigned work as directed.
- Perform janitorial work, wall washing, floor cleaning and general maintenance of premises as assigned.
- Assist in installing water pipes, shoring and bracing ditches, and barricade placement.
- Service automotive vehicles and perform such related duties as washing, greasing, checking tires, etc.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

- Occupational hazards and standard safety procedures.
- Uses of general types of tools and machinery.

Ability to:

- Perform strenuous physical labor.
- Understand and follow verbal instructions.
- Establish and maintain effective relationships with supervisors and co-workers.

WORKING CONDITIONS

Environmental Conditions

- Field and plant environment.
- Most duties are performed under periodically disagreeable working conditions, working outdoors, sometimes in adverse weather, heat, cold, and dampness.
- Exposure to water, mud, dirt, grease, fumes, chemicals, infectious waste, equipment noise and vibration.
- Some incumbents are posted to remote areas such as Disi or Quwayra.

Level of Physical Effort

- Moderate to heavy lifting/carrying and handling, stooping and crouching.
- Reaching, kneeling, crawling and climbing.

Irregular Hours Requirements

- Some positions in this class are involved in shift rotations.
- All positions requires on call availability in response to emergency situations.

QUALIFICATIONS

Qualifying Education and Experience

Completion of nine years of basic education.

JANITOR

PURPOSE

To perform cleaning, scrubbing, and other related duties to keep offices, corridors, buildings, and other areas in clean and orderly conditions, using standard cleaning equipment, aids, and preparations.

SUPERVISION

Works under direction of the Office Services Supervisor or designated supervisory personnel.

RESPONSIBILITIES

- Sweep and mop offices, buildings, corridors, lunchrooms and washrooms; wash walls and corridors.
- Perform minor building maintenance and repair work such as cleaning fixtures, replacing bulbs, and replenishing supplies in lavatories and washrooms.
- Dust Venetian blinds, doorframes and windowsills, empty wastebaskets; gather and dispose of refuse.
- Perform related duties as required.

REQUIREMENTS

Knowledge of:

No special knowledge required.

Ability to:

No special abilities required.

WORKING CONDITIONS

Environmental Conditions

- Office and grounds environment.
- Exposure to ambient weather conditions, dust, dirt, grease.

Level of Physical Effort

- Walking, standing, bending, crouching, stooping, climbing.
- Light to moderate lifting.

Irregular Hours Requirements

Evening shifts.

QUALIFICATIONS

Qualifying Education and Experience

Completion of nine years of basic education.